Supplier Quotation Website
Domestic use

Toll Transitions Management System

Version 3

National Supplier & Procurement Manager

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Introduction

The TMS Supplier Quotation website is utilised by the panel of Toll Transitions Suppliers to:

- View available Request for Quotations and submit quotes, or multiple quotes for WORC Moves
- Accept or decline awarded jobs – 'Successful Quotes' section,
- Update and review Purchase Orders for jobs that have been accepted – 'Active Orders' (Purchase Orders for removal services)
- Review archived Purchase Orders for completed jobs – 'Completed Orders' section.
- Submit Variations to Toll Transitions procurement team(s)
- Upload ICR's
- CRP Quotations
- Data entry cheat sheets

Enquires or questions?

Any questions, concerns or assistance required?

Please direct all questions to the local contact you have been provided, the Toll Transitions Removals Services Manager (RSM) or Regional Relocations Manager (RRM).

If you are unsure who they are, please call 1800 819 167 and they will direct you to the local contact.

1. Maintenance

To run the TMS Supplier Quotation website on your PC, you must have Internet Explorer (IE) Version 5.5 or later installed.

To determine what version of IE you have on your PC, open your Internet browser window and click on the 'Help' button located on the browser menu.

Click on the 'About Internet Explorer' option and the 'About Internet Explorer' window will open.

Indicates the IE Version number must be 5.5 or greater.

If your version of IE is less than 5.5, the most recent IE version can be downloaded for free from the Microsoft website. Copy and paste the below URL into your Internet browser window and follow Microsoft's instructions.

http://www.microsoft.com/windows/ie/downloads/critical/ie6sp1/default.asp

2. Using the Supplier Quotation Website

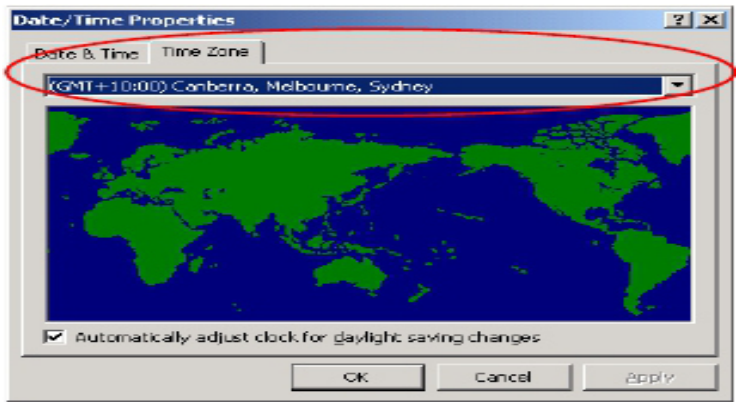
Below are some points that will assist you with using the Supplier Quotation Website.

Time Zone

The times displayed in the Supplier Quotation Website (SQW) are based on the Time Zone you have selected on your PC. This includes the 'Local Date Time', which is located underneath the tab names on each page of the SQW, Request for Quotation (RFQ) closing date and times, and the 'Awarded Jobs' acceptance date and time; e.g. If you have your Time Zone set to '(GMT + 10:00) Brisbane', the times that you see throughout the website are based on the actual Brisbane times.

It is imperative that you are aware of the time difference to ensure all quoting is conforming and to ensure any action requests on existing moves is carried out in a timely manner.

To determine the Time Zone that your PC is set to, double click on the time in the bottom right hand corner of your PC and click on the 'Time Zone' tab. The displayed Time Zone is what your PC is set to, which is displayed towards the top of the tab



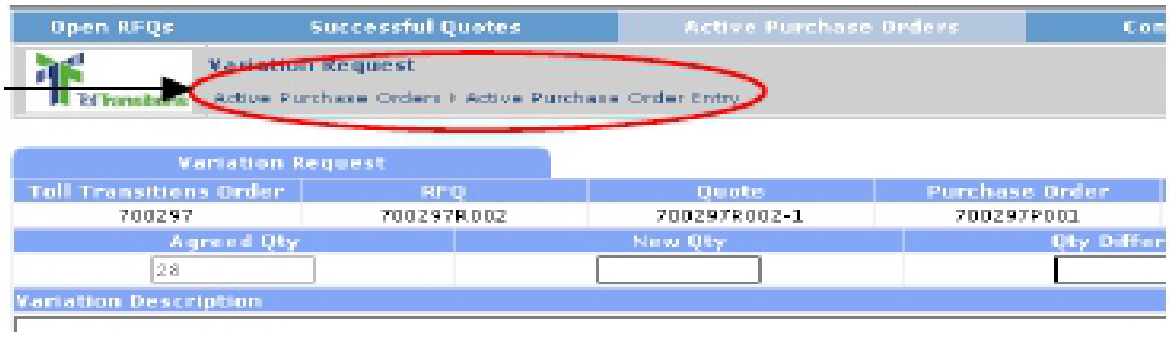
Sorting Records

In the 'Open RFQs' section of the website you are able to sort records in ascending and descending order. To sort records click on the column heading and the records will be displayed in ascending order. Click again on the column heading and the records will be displayed in descending order.

Navigation

You are able to determine which section of the website you are in by the colour of the tab positioned on the top menu bar. The tab name for the section that you are in will have a light blue background and the tab names for the unselected sections will have a darker blue background.

When a tab is 'selected', the tab is highlighted with a light blue background, as shown above.



WORC Moves> Multiple Quoting Required

Toll currently issues RFQs for a given date and while providers are able to respond with a non-conforming (date) quote, few providers do so. Under the current quoting process the requested uplift date is one of the primary drivers (of several drivers) considered in determining the successful quote. As a result, historically, providers have tended to restrict quoting to meeting the requested uplift date, even if they were available to quote for other uplift dates.

Multiple day quoting will initially be restricted to our major clients (approximately 80% of issued RFQs) however it is expected more of our clients will request multiple day quoting.

WORC present a great opportunity not only for our clients but also for our providers to be able to quote on work that in the past they may not have been able to quote on or have considered.

Navigational Tips

- When making a selection, you only need to click once with your mouse in the SQW, double—clicking is not required.
- We recommend that you use the tabs at the top of the home page and tabs within each of the sections to navigate around the Supplier Website Manual (SQW) to go to any page or back to a previous page, rather than click on the Internet Explorer 'Back' button.

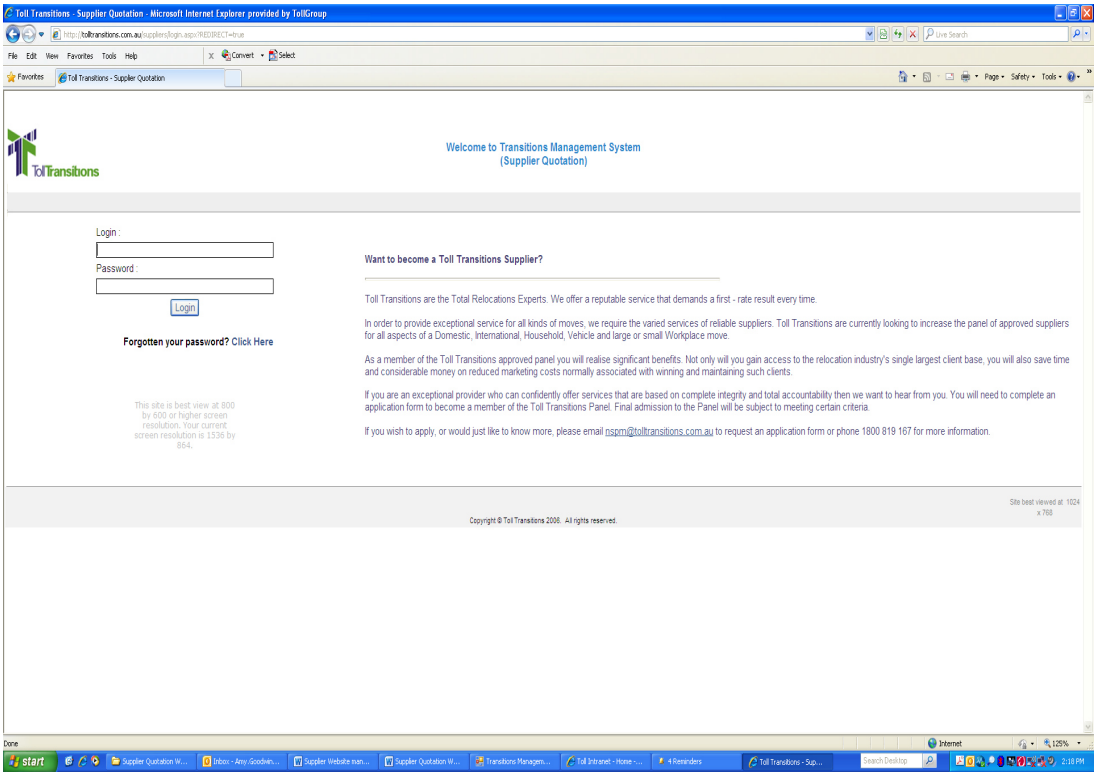
3. Logging into the Supplier Quotation Website

When you access the Supplier Quotation Website, you will be required to log in with your allocated Username and Password.

Your Username and Password will be provided to you by the National Supplier Manager.

To access the Supplier Quotation Website, enter the following address in an Internet Browser Window:

www.tolltransitions.com.au/suppliers



3.1 Forgotten your Password

The ‘Forgotten Your Password’ link on the login page is used to create a new password if you have forgotten your previous password.

After clicking on this link you will be required to enter your ‘Login’ name. If you have forgotten your ‘Login’ name, contact Toll Transitions on 1800 819 167 and you’re ‘Login’ name will be provided.

Enter your ‘Login’ name and click ‘Continue’. Answer the prompt question displayed with the answer that you originally provided and a new password will be emailed to you. The password will be emailed to the email address listed in your user details page. Refer to section 4.1

Updating your User Details; if you have not provided an email address you will be displayed with a message to contact Toll Transitions on 1800 819 167.

If you have not provided a prompt question and answer, for security reasons a new password cannot be emailed to you. You will be displayed with a message to contact Toll Transitions on 1800 819 167 to obtain a new password and to nominate a prompt question and answer for future use.

After you have logged in, you will be displayed with the Main Menu page where you can select the area you would like to access.

The link, ‘Forgotten Your Password’ is on the login page is used to create a new password if you have forgotten your previous password.

After clicking on this link you will be required to enter your ‘Login’ name. If you have forgotten your ‘Login’ name, contact Toll Transitions on 1800 819 167 and you’re ‘Login’ name will be provided.

4. Supplier Quotation Website Home Screen

The main sections (tabs) of the Supplier Quotation Website are listed below. Each section name is a tab, which directs you to the selected area;

Open RFQ'S; this is where open, quoted and rejected RFQ's can be found.

Successful quotes; this is where you can find which of your quotes were successful and accept or reject the awarded jobs.

Order Requests; any change requests on active purchase orders will appear (including exstores, change of service and changes to active CRP's)

Active purchase Orders; this is where you can view the Purchase Order details for the winning jobs that you have accepted. Further details regarding the winning job are obtained in this section including addresses, contact details, inventory lists and sizes.

Variations (Material Difference) - In the instance of a material difference, you would need to submit a variation request, whether it is to the cubic meters or unforeseen access issues. Variations are also submitted in this section. All Variation requests submitted to Toll Transitions are subject to approval.

Completed Orders; this is where you can view the purchase order details for completed jobs.

ICR Uploads; once a domestic move has been completed, the Inventory Condition Report will need to be uploaded in PDF format. Please note that if a PRS was requested, the PRS will need to be completed under the Active Order before the ICR upload tab will be available.

CRP; all active CRP's will be displayed in this screen. CRP's are for domestic routes only, to learn more about CRP's please speak with your local Toll Regional Services Manager.

Download SQW User Manual; please note this User Manual can be easily downloaded for reference and/or training purposes from this drop down list on the SQW.

4.1 Updating your user details

Toll's National Supplier and Procurement Manger, administers and approves all information that goes into the SQW such as user names, sub-contractor details, automated email recipients and access. Supplier information is stored and accessible by only approved users, by provider codes. All information is treated sensitively and only available to necessary Toll Transitions staff.

Toll's IT and privacy policies protect the network. Suppliers can feel comfortable that access is restricted within Toll to Procurement, Regional and Removal Managers. Toll does not enter quotes on behalf of providers into the SQW. Toll can manually submit a quote on a providers behalf in the event of technical issues.

To update any details associated with your business, please contact the Toll Removals Service Manager in your region and they will send you the correct form to complete;

- TTF40 Request to Add or Amend Provider Details
- TTF41 Request for Access to the Toll SQW

4.2 Viewing supplier codes under the SQW

If you operate multiple branches or are permitted to access multiple companies under different names and you have been linked to this company, you are able to view these details by selecting the appropriate provider code and name from the far right drop down list.

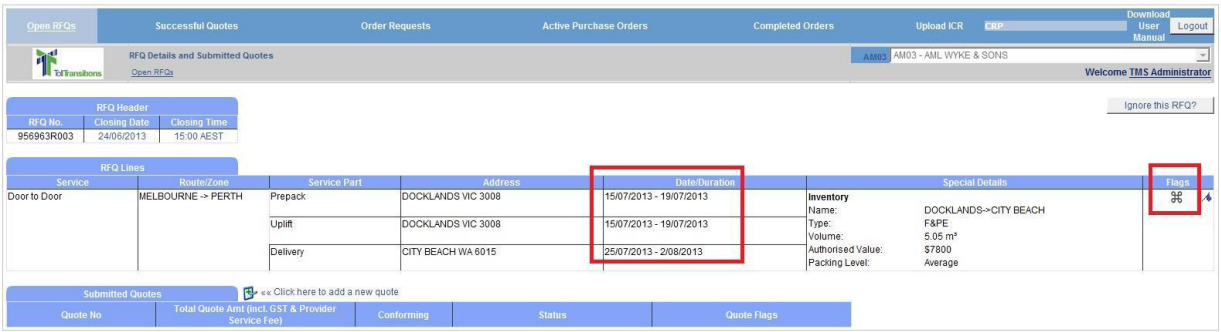
All information under the provider code and name will be available.

Permission for national or multiple accesses will be at the discretion of the company director and/or board and must be arranged with the National Supplier & Procurement Manager directly.

5. Open RFQ's

The 'Open RFQs' section of the website will allow you to view the details for submit quotes, access the RFQs that you have already submitted quotes for and reject or ignore RFQ's for quoting. The 3 sub sections within this component are:

- Available RFQ's; refer to section 5.1 – 'Available RFQs' tab
- Quoted RFQ's; refer to section 5.2 – 'Quoted RFQs' tab
- Ignored RFQ's; refer to section 5.3 – 'Ignored RFQs' tab



5.1 Available RFQs tab

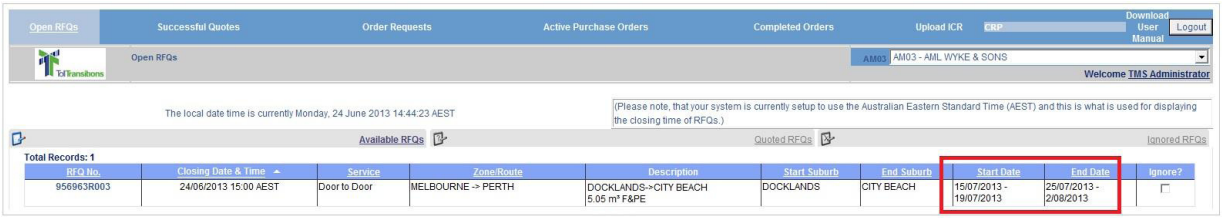
You can submit a quote for an RFQ or elect to ignore an RFQ. If you do not submit a quote for an RFQ, it will automatically be removed from this list once the closing date and time has been reached.

Once a Request for Quotation on a move has been processed in TMS (Transitions Management System) by the Toll Transitions removals consultant, an RFQ will been issued. All available RFQs are sent to the webpage for all 'eligible' providers and can be located under the RFQs tab from the main menu, select the 'Available RFQ' tab; you will find them listed by PO Number.

When you have no 'open' RFQs listed on the 'Available RFQs' tab, you will not receive any email alerts. Email alerts are sent to the nominated email to highlight that there are moves (RFQs) available to quote on.

After clicking on the 'Available RFQs' tab, the page displayed lists the open RFQ's that are eligible to quote on. The above example is the Available RFQ screen showing the PO number of the removal services available. The above screenshot also highlights the location of the ignore radio button.

WORC moves have a start and end date period specified for each service in the Start Date and End Date columns. Non-WORC moves will have one date for each service. This will be the first indication that it is a WORC or non-WORC move.



The example above is a WORC move, you will see the date period for each service highlighted.

The Open RFQ table contains the following information:

- RFQ Number; also a link to access the RFQ details and submit the quote. This number should be used when communicating details on a removal.
- Closing date and time; when the quote must be submitted by to be considered. Once the 'open time' expires no quotes can be submitted or will be considered or reviewed by our procurement team.
- Service; the service(s) required for this removal
- Route/Zone; the pickup and delivery zone and localities for the service
- Description; the size (m3) and type of the inventory (F&PE or MV)
- Start Suburb; uplift suburb and zone
- End Suburb; delivery suburb and zone
- Start Date; the requested start date for the service
- End Date; the requested end date for the service
- Ignore – the option for you to disregard the RFQ, tick the 'Ignore' button beside any moves that are unsuitable for your business. (refer to section 5.1.3)

Important Note: It is imperative that you understand all the sections above to submit successful and conforming quote(s).

To review the RFQ details for any move and/or submit a quote; click on the RFQ number (blue hyperlink), located under the 'RFQ No' column.

5.2 WORC and non-WORC RFQs

Some Toll moves are called WORC moves; which means that there is flexibility on the uplift and delivery dates across a specified date range.

All WORC moves can be identified by looking at the Start Date and End Date column where you will see the Start Date and End Date columns have a period specified, to indicate that multiple days can be considered for this move and we encourage suppliers to submit multiple quotes for multiple dates within the specified period to increase the likelihood of success.

WORC Moves enable suppliers to submit quotes with prices reflective of operational capacity for those dates.

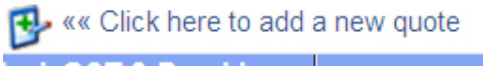
Non-WORC moves specify the requested date for each service and suppliers are encouraged to enter conforming quotes. Suppliers can still submit a quote for non-conforming dates; at times there is some flexibility to dates, which is at the discretion of our procurement staff.

5.3 Email Notification

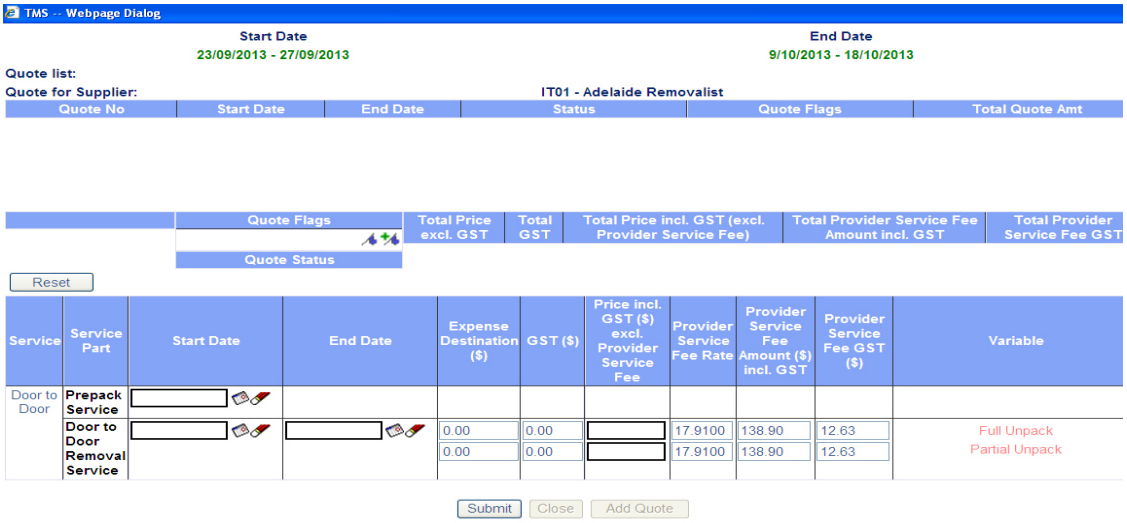
Email notifications are sent to your nominated supplier email address daily if you have any unquoted RFQs listed in the 'Available RFQs' section of the website. It is possible to receive more than one email notification for the same RFQ if you do not 'submit a quote' or 'ignore' that RFQ.

5.4 Submitting a Quote

You can submit a quote by clicking on the 'Quote' icon positioned at the bottom of the quote'.



The 'Quote Details' page is displayed which allows you to enter your quote amount including GST. The provider service fee and GST will be calculated automatically.



The example above; RFQ for a Door-to-Door removal service is listed requires service dates to be selected.

TMS -- Webpage Dialog

Start Date 16/09/2013 - 20/09/2013 | End Date 23/09/2013 - 11/10/2013

Quote list:

Quote for Supplier: IT01 - Adelaide Removalist

Quote No	Start Date	End Date	Status	Quote Flags	Total Quote Amt

Quote Flags / Quote Status	Total Price excl. GST	Total GST	Total Price incl. GST (excl. Provider Service Fee)	Total Provider Service Fee Amount incl. GST	Total Provider Service Fee GST

Reset

Service	Service Part	Start Date	End Date	Expense Destination ($)	GST ($)	Price incl. GST ($) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount ($) incl. GST	Provider Service Fee GST ($)	Variable
Door to Store	Storage Prepack Service									
	Door to Store Removal Service			0.00	0.00		17.9100	630.43	57.31	
	RLS Service			0.00	0.00		0.0000	0.00	0.00	
	Storage Service Use Subcontractor: Select a sub contractor		52 Weeks	0.00 0.00	0.00 0.00		0.0000 0.0000	0.00 0.00	0.00 0.00	Up to 6 Wks Over 6 Wks
	Unstow Service			0.00	0.00		0.0000	0.00	0.00	
	Redelivery Service		TBA	0.00 0.00	0.00 0.00		0.0000 0.0000	0.00 0.00	0.00 0.00	Full Unpack Partial Unpack
Alternate Door to Door	Prepack Service									
	Door to Door Removal Service			0.00 0.00	0.00 0.00		17.9100 17.9100	630.43 630.43	57.31 57.31	Full Unpack Partial Unpack

Submit | Close | Add Quote

The example above is the quote screen for a Door-to-Store move.

If a PRS was requested, it will be highlighted under the ‘service part’ column of the quote screen in red. The PRS service will automatically be ticked. If you are unable to provide a PRS service you will need to remove the tick and enter a note to explain why a PRS service is not able to be conducted prior to prepack for the quote to be considered.

Submit | Reset

Service	Service Part
oor To Door ternational	**Door to Door International Service** PRS Required ☑ Yes, we will perform a PRS

The example above demonstrates a service where a PRS has been requested.

To add a flag or a note to the quote, click on the flag icon (with the green plus sign) and select the flag to be added.

Quote Flags

Added flags will be displayed in the ‘Quote Flags’ column. Some of the flags include ‘Note’, ‘Changed Uplift Date’, and ‘Changed Delivery Date’.

Important Note: If your quote is not conforming to all requirements specified on the order or if you believe Toll need to be considering any facts when comparing your quote, it is imperative that you add a flag and detail the reason(s) for the quote to be considered by our procurement team. Multiple quotes are welcomed for all moves; in the event that the price will adjust up and down for the date difference, submit multiple quotes with attached flags and detail the reason. Notes must be attached to all non-conforming quotes to explain why the quote should be considered by our procurement team.

For example; if you selected an earlier delivery date and wanted to show that the reason the price is higher is that the goods can be sent by road with a reduced lead time or submit 2 quotes for the one move to reflect the difference between road and rail price and dates; add a note to detail why the price or dates are different on each quote submitted. Non-conforming quotes submitted on Non-WORC, will be considered.

Add Flag

Supplier Quote

vailable Flags:

Add	Icon	Flag	C	S	T	Override Allowed	How to use this Flag
Add		Changed Delivery Date	☑	☑	☑	☐	This flag is used on supplier quotes to indicate that the supplier has changed the delivery date thereby producing a non-conforming quote.
Add		Changed Uplift Date	☑	☑	☑	☐	This flag is used on supplier quotes to indicate that the supplier has changed the uplift date thereby producing a non-conforming quote.
Add		Note	☑	☑	☑	☑	This is a note for a general purpose. Please enter any text. This note is accessible by all parties involved. However, you can change the access by checking or unchecking the disclosed checkboxes.
Add		Changed Prepack Date	☑	☑	☑	☐	This flag is used on supplier quotes to indicate that the supplier has changed the prepack date thereby producing a non-conforming quote.

<< < Page 1 > >>

lags already added in this session (and not saved yet):

lew Flag Details:

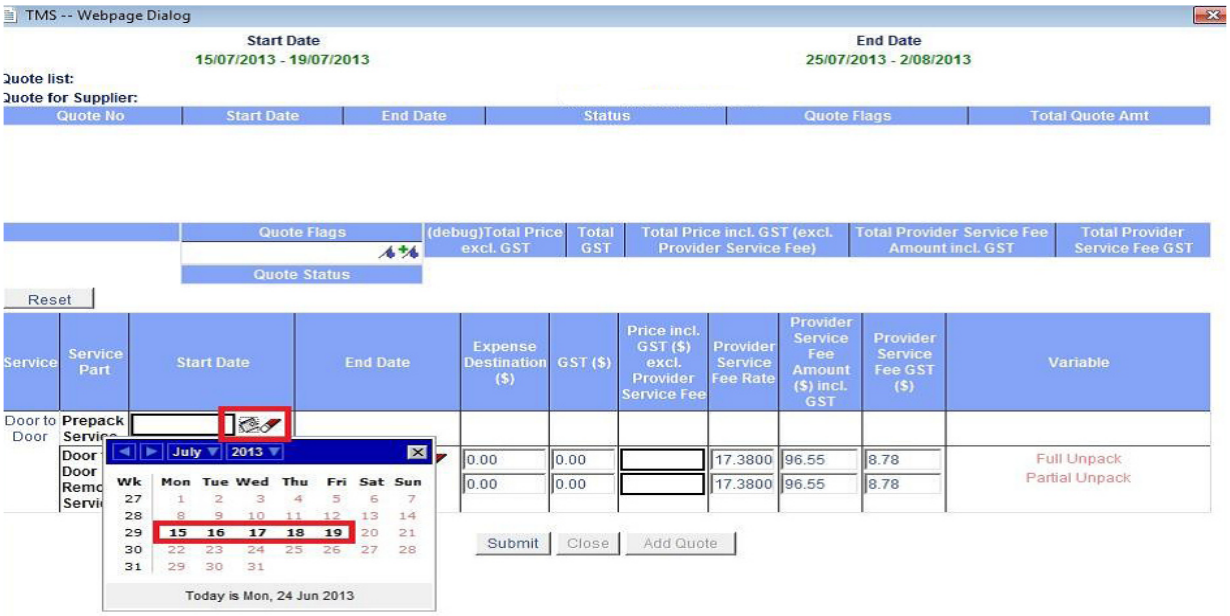
Icon	Flag	C	S	T	Note
	Note	☑	☑	☑	This quote is for roadfreight and can arrive at destination a week earlier

Delete OK Cancel

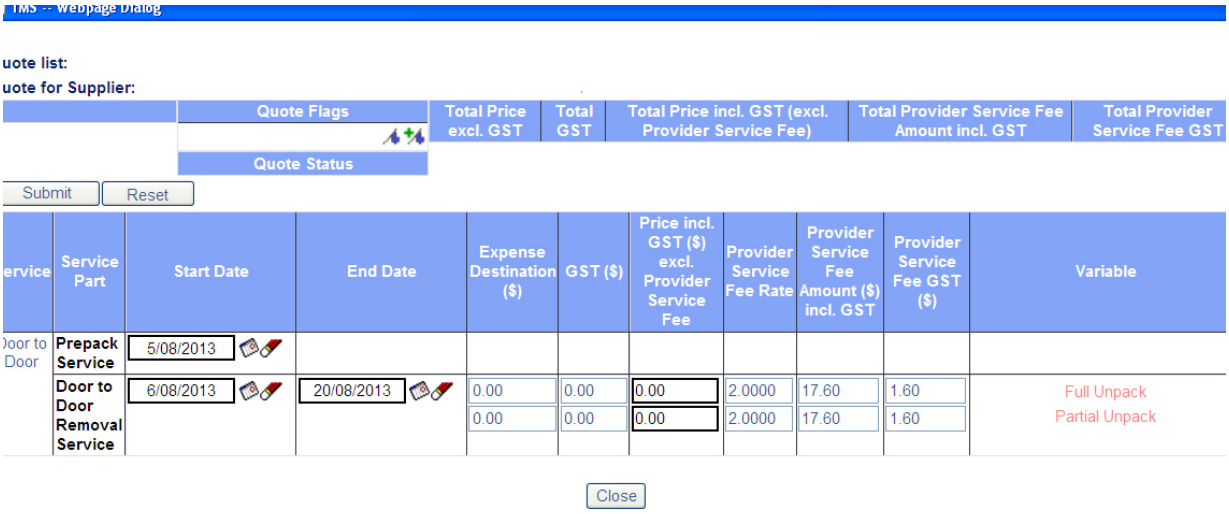
The example above is a Note flag, being prepared to attach to a quote. Select the relevant flag, click on the 'Add' button and enter the information. Once the information to be considered by our procurement team is entered, click on the 'OK' button. To 'Delete' or 'Cancel' the flag, click on the buttons provided; as shown above.

WORC moves will have the Start Date and End Date at the top of the quote screen and the RFQ will require 'multiple-quotes' (if possible) to increase the likelihood of success.

Non-WORC moves will look the same but will not have the Start and End dates at the top of the screen and will not require multiple quotes; however, if you have multiple moves to be considered, multiple quotes for different dates are welcomed.



WORC RFQ; quote screen shown above, the date fields will not be populated and the date range available will be highlighted in red.



The other identifying difference between a WORC RFQ and a Non-WORC RFQ will appear when you click on any of the date fields of the quote screen, a WORC move is shown above and the date range will be boxed in red. Quotes can be added for any of these dates. The uplift date will always be the same date or one day later. The prepack date selected will automatically populate the Start (uplift) date. A non-WORC move <u>will not</u> have a date range highlighted, as shown below.
Non-WORC RFQ; quote screen for a Door to Door service shown above.

On the quote screen for a non-WORC RFQ the date fields will be populated showing the requested dates. The calendar can be selected and the date of service changed, remember to add a flag for any changes to the dates for non-WORC moves, refer to page 16 on how to add a note.

When you select a Start date (i.e. a Prepack or Uplift date) the system will auto-populate the other Start date field.

Service	Service Part	Start Date	End Date	Expense Destination ($)	GST ($)	Price incl. GST ($) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount ($) incl. GST	Provider Service Fee GST ($)	Variable
Door to Door	Prepack Service	16/07/2013								
	Door to Door Removal Service	17/07/2013		0.00	0.00		17.3800	96.55	8.78	Full Unpack
				0.00	0.00		17.3800	96.55	8.78	Partial Unpack

In the example above, the Supplier has selected 16/07/2013 as the Prepack date. According to the *consecutive day* date-spread business rules the system automatically populates the Uplift to reflect 17/07/2013, given the customer's original request reflected a Prepack and Uplift on *consecutive* dates.

The business rules also operate at a non-linear level. So regardless of which calendar date is entered first (be it Uplift or Prepack) the automation will populate or update the other field immediately.

There are a number of date-spread type business rules;

- If the customer requested the Prepack and Uplift date on the same day (e.g. for a small volume move) then the system will automatically populate the Uplift day to reflect the same day as the Prepack day.
- If the customer requested the Uplift and Delivery on the same day (e.g. for a local move) then the system will automatically populate the Delivery day to reflect the same day as the Uplift day
- If the customer requested Uplift and Delivery dates are on the consecutive days, then the system will automatically populate the Delivery day to reflect the day after the Uplift day

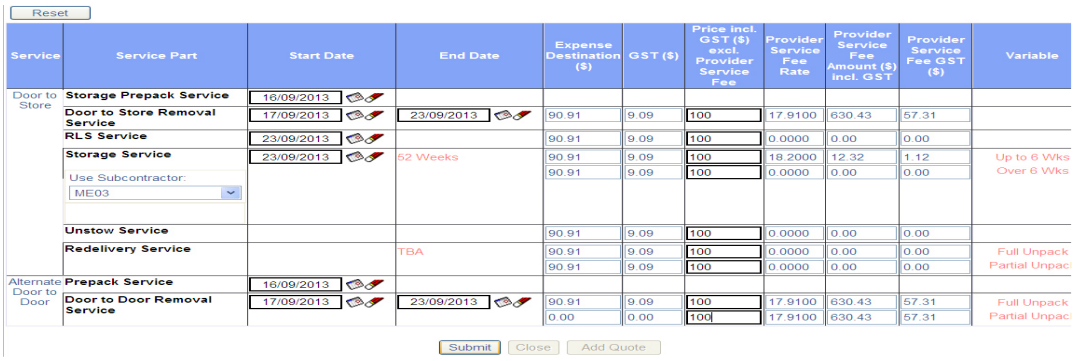
In the more likely operational scenario where the customer's requested delivery date is not on the same day or the day after Uplift; then the Delivery Date field will not be automatically populated.

- In this circumstance, the Delivery date is bound by its own End Date (non-WORC) or End Date range spread (WORC).
- The delivery date will be populated for a non-WORC move, the calendar can be selected to 'suggest' a differing date (remember a suggested change of delivery date requires a reason for non-WORC moves)
- For WORC moves; click on the Delivery Date calendar and there will be a range of available dates highlighted in red in the calendar, refer below.

The End Date range is calculated via a separate set of business rules, determined by the type of removal service.

- **Door to Door;** the date or date range always starts from the customer's Requested Delivery date and for WORC moves, up to and including the end of the following week. This means that you cannot enter a Delivery date that is earlier than the customer's requested Door to Door delivery date.

- **Door to Store;** the date range spans from the week prior to the Requested Delivery (into-store) date; the current week of the Requested Delivery date; up to and including the end of the following week as well. This means that there is more flexibility when selecting an into-store date for Door to Store services, given there is less stringency on the delivery outcome when heading to store.



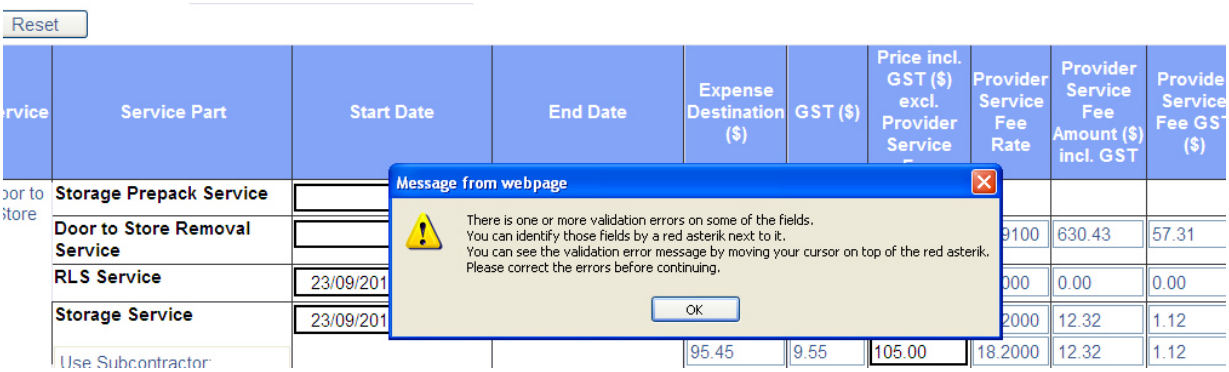
Reset

Service	Service Part	Start Date	End Date	Expense Destination ($)	GST ($)	Price incl. GST ($) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount ($) incl. GST	Provider Service Fee GST ($)	Variable
Door to Store	Storage Prepack Service	16/09/2013								
	Door to Store Removal Service	17/09/2013	23/09/2013	90.91	9.09	100	17.9100	630.43	57.31	
	RLS Service	23/09/2013		90.91	9.09	100	0.0000	0.00	0.00	
	Storage Service Use Subcontractor: ME03	23/09/2013	52 Weeks	90.91 90.91	9.09 9.09	100 100	18.2000 0.0000	12.32 0.00	1.12 0.00	Up to 6 Wks Over 6 Wks
	Unstow Service			90.91	9.09	100	0.0000	0.00	0.00	
	Redelivery Service		TBA	90.91 90.91	9.09 9.09	100 100	0.0000 0.0000	0.00 0.00	0.00 0.00	Full Unpack Partial Unpac
Alternate Door to Door	Prepack Service	16/09/2013								
	Door to Door Removal Service	17/09/2013	23/09/2013	90.91 0.00	9.09 0.00	100 100	17.9100 17.9100	630.43 630.43	57.31 57.31	Full Unpack Partial Unpac

Submit Close Add Quote

Above is an example of a quote ready to be submitted, all fields are populated and conforming with the service date(s) specified on the RFQ. Once all fields are populated, submit the quote, the 'Submit' button is located at the base of the quote screen.
When a quote has been submitted a message will appear on the screen to confirm it will be sent to our procurement team. An example of a successful quote 'submitted' as shown above.

If the move has not been submitted a validation message will appear it will detail what the issue is to assist you in completing the quote for submission.



If you are unable to submit a quote for an open RFQ, please contact the local Regional or Removals Services Manager directly.

The SQW quote screen will not allow a quote to be submitted until all mandatory fields are populated. A validation message will appear; an example validation message shown above.

5.5 Selecting a Sub Contractor

It is the suppliers responsibility to ensure that the list of agents, sub-contractors and intra-branches your company use are provided to Toll and approved in advance so they will be available under this drop down box. Any changes or 'one offs' need to be pre-approved and should be discussed with the local Toll Regional and/or Removals Services Manager before submitting a quote.

Reset

Service	Service Part	Start Date	End Date	Expense Destination ($)	GST ($)	Price incl. GST ($) excl. Provider Service Fee	Provider Service Fee Rate	Provider Service Fee Amount ($) incl. GST	Provider Service Fee GST ($)	Variable
Door to Store	Storage Prepack Service	16/09/2013								
	Door to Store Removal Service	17/09/2013	23/09/2013	90.91	9.09	100	17.9100	630.43	57.31	
	RLS Service	23/09/2013		90.91	9.09	100	0.0000	0.00	0.00	
	Storage Service Use Subcontractor: ME03	23/09/2013	52 Weeks	90.91 90.91	9.09 9.09	100 100	18.2000 0.0000	12.32 0.00	1.12 0.00	Up to 6 Wks Over 6 Wks
	Unstow Service			90.91	9.09	100	0.0000	0.00	0.00	
	Redelivery Service		TBA	90.91 90.91	9.09 9.09	100 100	0.0000 0.0000	0.00 0.00	0.00 0.00	Full Unpack Partial Unpacl
Alternate Door to Door	Prepack Service	16/09/2013								
	Door to Door Removal Service	17/09/2013	23/09/2013	90.91 0.00	9.09 0.00	100 100	17.9100 17.9100	630.43 630.43	57.31 57.31	Full Unpack Partial Unpacl

Submit Close Add Quote

For Door to Store moves the Subcontractor or branch that will be storing and redelivering at the destination location will need to be selected from the drop down box located under the 'Service Part' column; as shown above.

Remember to update Toll on any changes to your supply chain.

5.6 Submitting Multiple Quotes

For WORC RFQs adding and submitting multiple quotes is made easy. Once you have successfully submitted a quote, you can simply click on the 'Add Quote' button at the base of the quote screen and continue adding quotes.

Add Quote

Start Date
16/09/2013 - 20/09/2013

End Date
23/09/2013 - 11/10/2013

Quote list:

Quote for Supplier: IT01 - Adelaide Removalist

Quote No	Start Date	End Date	Status	Quote Flags	Total Quote Amt
1	16/09/2013		Created		$8,431.93
2	17/09/2013		Created		$8,726.93
3	18/09/2013		Created		$8,726.93

Each quote submitted will appear at the top of the quote screen in numerical order and can also be located under 'Quoted RFQs' under the 'Open RFQ' tab; as shown above.

To submit a second quote at the same $ rate, simply change the service date in the calendar and press submit – thereby creating Quote no. 2 or change the $ and/or date to create quote no. 3 etc. Just remember to hit submit for each quote.

For WORC moves, submitting a quote for each date in the range that the service can be provided by the supplier is encouraged; as long as it is achievable.

For non-WORC RFQs, once a quote has been submitted, to add another quote, you can locate the move under ‘Quoted RFQs’ under the ‘Open RFQ’ tab.

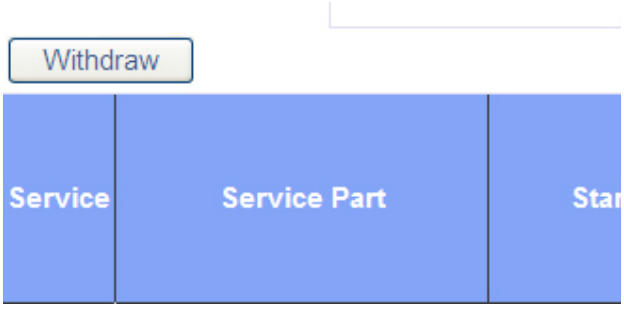
To add another quote for non-WORC moves, locate the move, ‘ select the Open RFQs’ from the home page and select the ‘Quoted RFQs’ tab, click on the move number (hyperlink) and it will allow you to submit as many quotes as you like.

All submitted quotes will be listed on the quote screen of each PO number. The above the example shows 2 quotes listed, one conforming dates and one non-forming.

Important Note: Quotes will only be accepted up to the RFQ closing time (which is shown on the Available RFQ screen). It is not possible to submit additional quotes once the RFQ closing time has passed.

5.7 Withdrawing or Declining a Quote

To withdraw a quote you will need to: locate the ‘Quote number’ and click on the hyperlink, under the ‘Open RFQ’ column of ‘Available RFQs’.



Once the quote screen is open, click on the ‘Withdraw’ button located just above the ‘Service’ column under the quote screen, as shown above. You can only use the SQW withdraw feature for a

submitted quote that is still in Open status, if the time has lapsed; an email can be sent to the procurement team to withdraw a quote if the RFQ has closed.

Once a quote is withdrawn, it is removed from the 'Submitted Quotes' list and cannot be retrieved.

If the move has closed and the move has been awarded, the move must be declined within the timeframe specified by our procurement team.

5.8 Ignoring a Quote

A quote can be ignored in 2 places;

1. The 'Available RFQ' screen, the last column is 'Ignore', check the box to ignore or

2. Locate the PO and click on the PO number under the 'RFQ No' column, once open there is an Ignore button located at the top right, above the Flags column, as shown above.

Once an RFQ has been ignored it will be located under the tab 'Ignored RFQs' located under 'Open RFQs' from the home page.

6. Successful Quotes

The 'Successful Quotes' tab lists the jobs that you have been awarded by Toll Transitions. After clicking on the 'Successful Quotes' tab, the page displayed lists the winning jobs that you are eligible to accept.

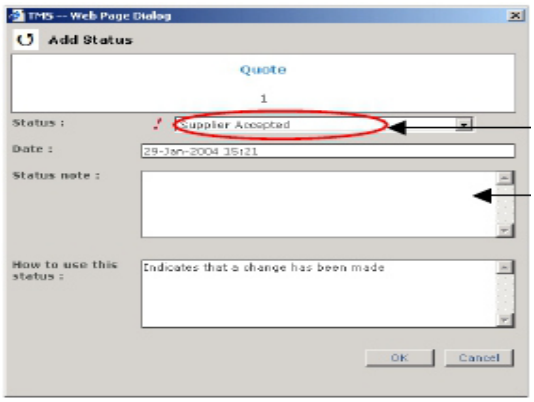
You have the option to either accept or decline a job in this section. Select the box, 'Accept' or 'Decline'.

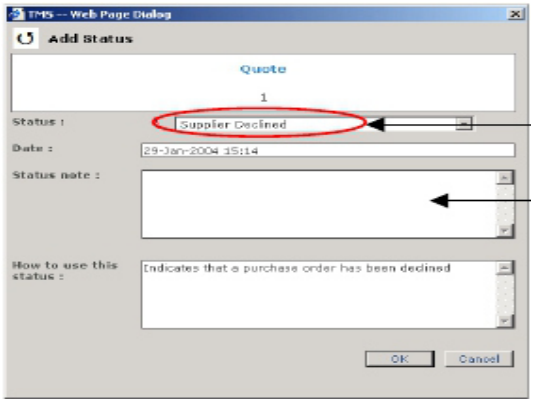
Toll Transitions staff has access to accept or decline moves on a suppliers behalf and in line with your advice, if required. If a job is unable to be accepted or declined, please contact Toll for technical assistance.

6.1 Accepting or Declining a move

You can accept or decline an awarded job by selecting 'Accept or Decline' from the drop down box provided. The time allowed to accept or decline a move is specified on the SQW and an email will be sent to the nominated email address.

Once the selection has been made 'Supplier Accepted' or 'Supplier Declined', a dialogue box will open requiring you to enter a note relating to the job being accepted or declined , please enter a note in the 'Status box' provided. You can 'accept' an awarded job up until the specified closing date and time.





Above is an example of the 'Supplier Accepted' move on the left and 'Supplier Declined' move on the right.

Supplier Accepted; once the acceptance/decline closing date and time is reached, the record will be removed from the 'Successful Quotes' page. If the job has been accepted, a Purchase Order will be created and will be displayed under the 'Active Purchase Orders' tab

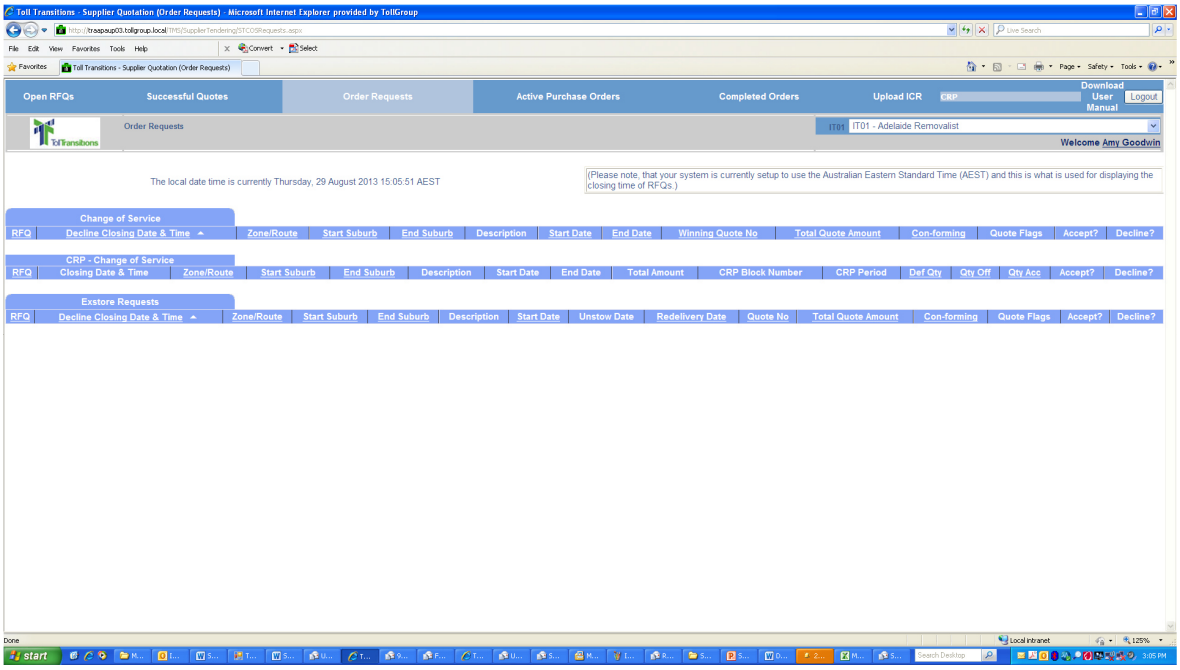
Supplier Declined; once the job has been 'declined' the record will be removed from the 'Successful Quotes' page.
You will not be able to access the record once it's been declined. If the job has been 'declined' in error, contact Toll Transitions immediately on 1800 819 167 to request to have the job reinstated. If the move has already been awarded and accepted by another supplier, the procurement team will not reverse the decision.

***Note:* if the 'accept or 'decline'' check box is not ticked for an awarded job by the 'Decline Closing Date and Time', you will be deemed to have accepted the job**

7. Order Requests

The “Order Requests’ tab will show any changes to active purchase orders, including;

- Change of Service (D2S to D2D only, D2D to D2S will be manually requested)
- CRP changes
- Exstore Requests



If there are any concerns or questions regarding the changes, please contact the Toll Transitions regional Removals Services Manager.

8. Active Purchase Orders

The ‘Active Purchase Orders’ section lists the Purchase Order (PO) details for jobs that you have been awarded and accepted. This section details the service parts included in the PO and the dates that each service part is due. You can also use this section to submit a Variation request.

Once you have checked the ‘Accept’ check box in the ‘Successful Quotes’ section and a Purchase

Order has been created, the job is listed on the ‘Active Purchase Orders’ page
After clicking on the ‘Active Purchase Quotes’ tab name, the page displayed lists the Purchase Order for accepted jobs.

The table on this page contains the following information:

RFQ; the RFQ number and also a link to access the RFQ winning quote details

Service; the services included in the RFQ

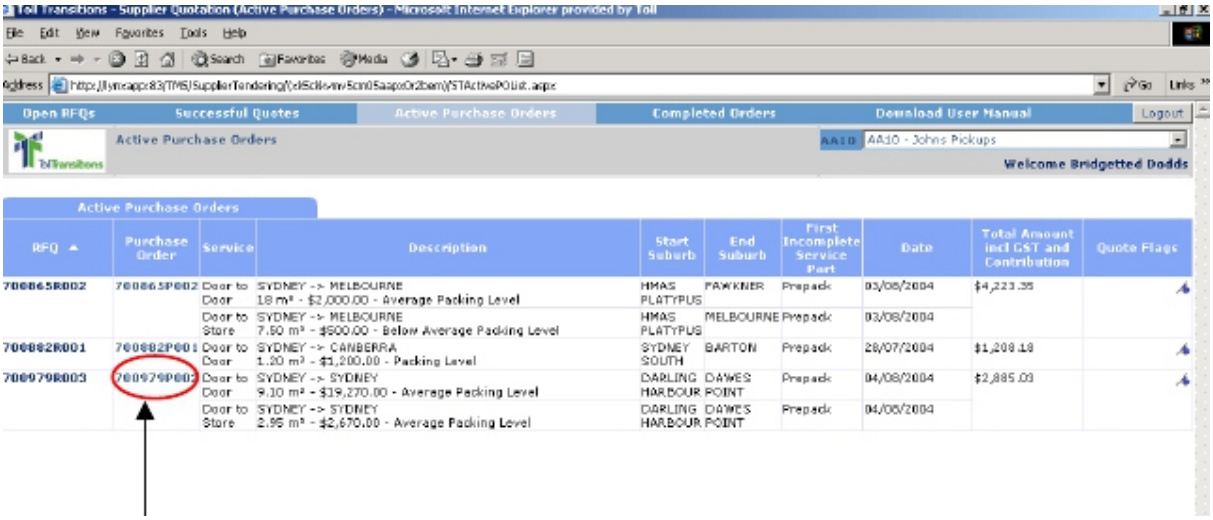
Description; the size (m3) and type of the inventory (F&PE or MV)

First incomplete service part; there are the incomplete service parts

Date; there are the dates that the incomplete service parts are due to be commenced

Total Amount; this is the total amount quoted by the supplier for the RFQ

Quote Flags; if any flags were added to the quote by you



Click on the PO link shown above to open the move

8.1 Updating the Service status

This page requires you to update the status of a service; once that service has been completed (e.g. delivered).This page is also used to request a quantity or price Variation.

Once a service is completed, it activates the Toll Transitions end of month payment and reconciliation process for all active purchase orders. Suppliers are paid for services completed each month by the end of each calendar month.

Each service part should be ‘completed’ and checked off within 24 hours after the service date.

The following information is provided and can be accessed from the ‘Active Purchase Order’ page;

Purchase Order; click on the hyperlinks to further subpages.

Toll Transitions Order; the move order number created when the order is first submitted.
RFQ; the original RFQ details, including the quote(s) submitted by the awarded supplier.
Quote; a summary table detailing the services contracted; agreed dates and quote amount of the winning quote.
Purchase Order; a table displaying all of the purchase order details including each service and contracted service date(s), the quantity/size for each service (e.g.: m3), for Door to Store moves, the storage period required and the amount quoted for each service part.

: All flags in this section were added by Toll’s procurement team and are ‘view only’

Services:

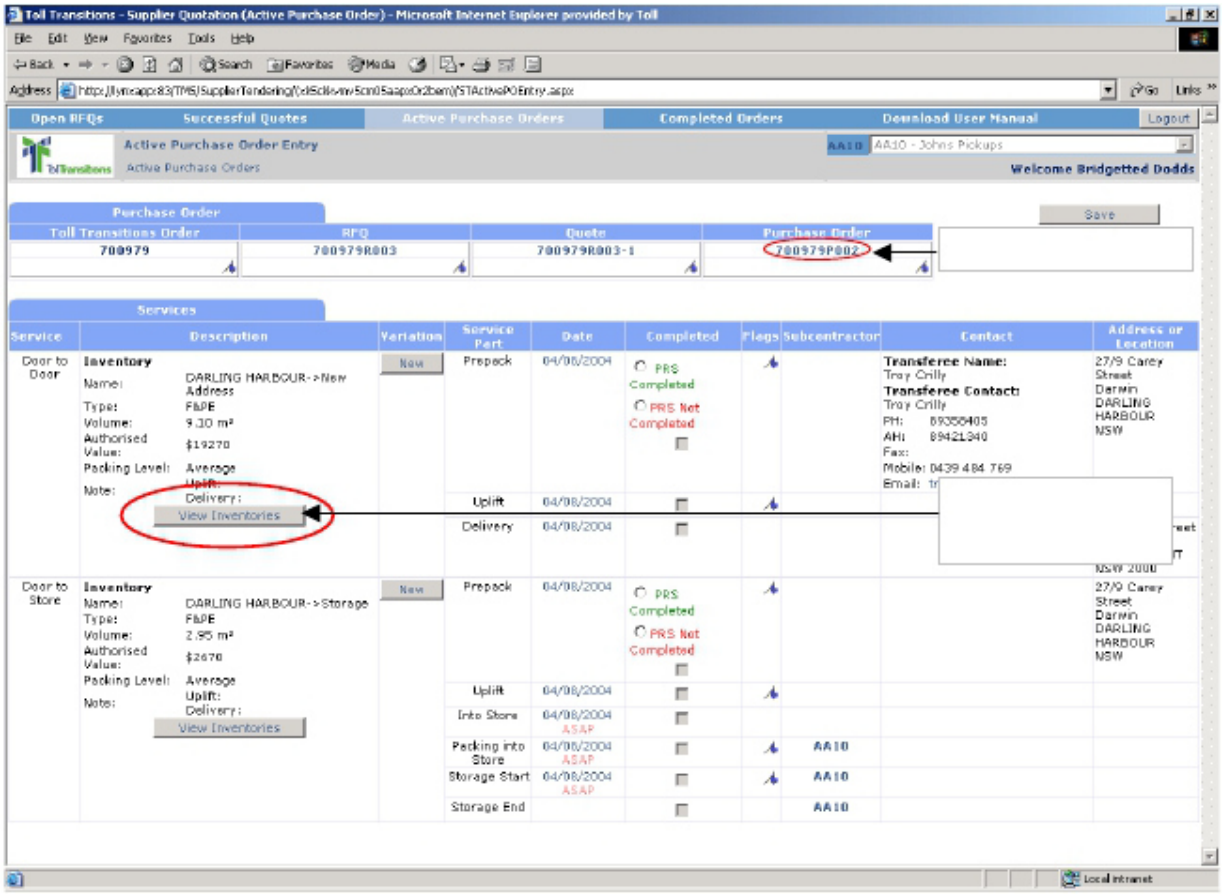
Service; the services included in the RFQ
Description; the size (m3) and type of the inventory (F&PE or MV), the inventory items listing, the packing level and any notes entered by the Toll Transitions consultant
Variation; this button allows you to request a variation to the quote or inventory size.
Service Part; the individual service components that are included in the service
Date; the date that each individual service part is due to commence
Completed; requires you to check this box to indicate that the service has been completed.
Flags; details which flag(s) have been added to the Order Line by the Toll Transitions consultant.
Subcontractor; shows the selected and approved subcontractor providing the service and provides a link to view the subcontractors details
Contact; the nominated transferee contact for each individual service part
Address and Zone; the address and zone for each part of the service.

Note: All flags in this section were added by Toll’s procurement team and are ‘view only’ by Toll’s procurement team and are ‘view only’

8.2 Accessing the Inventory Details

Once you have accepted an awarded job and the Purchase Order has been created, you are able to access the transferees' inventory list.

To view the inventory items, click on the 'View Inventories' button in the 'Description' column and a new window will open with the inventory items displayed.

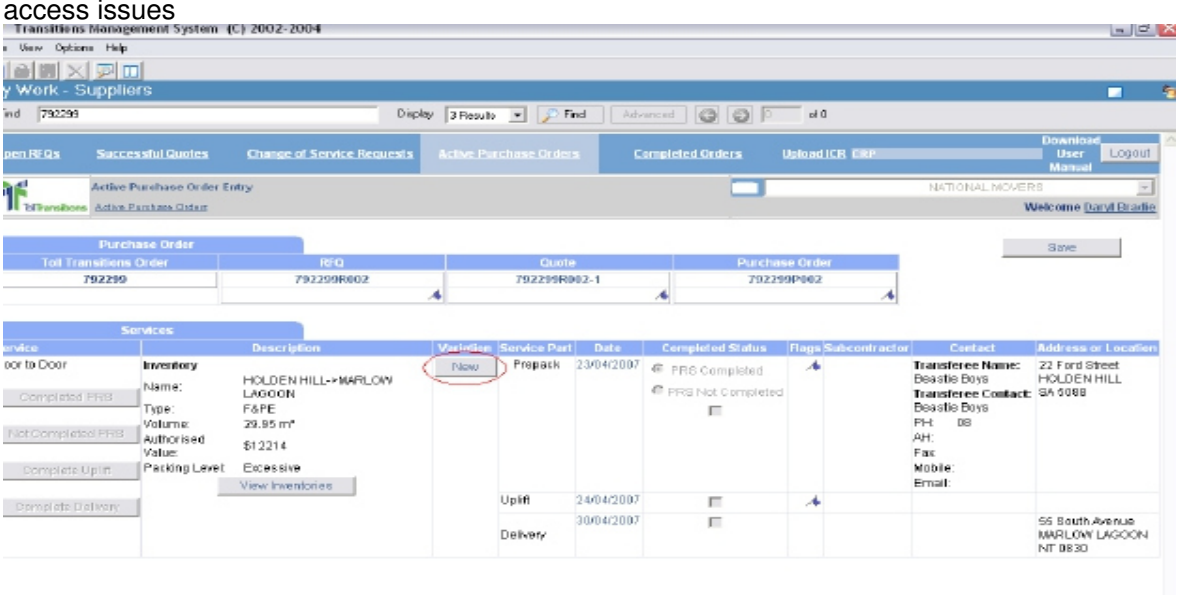


To print the inventory items, click on the 'Print' command located in the top right of the Inventory window

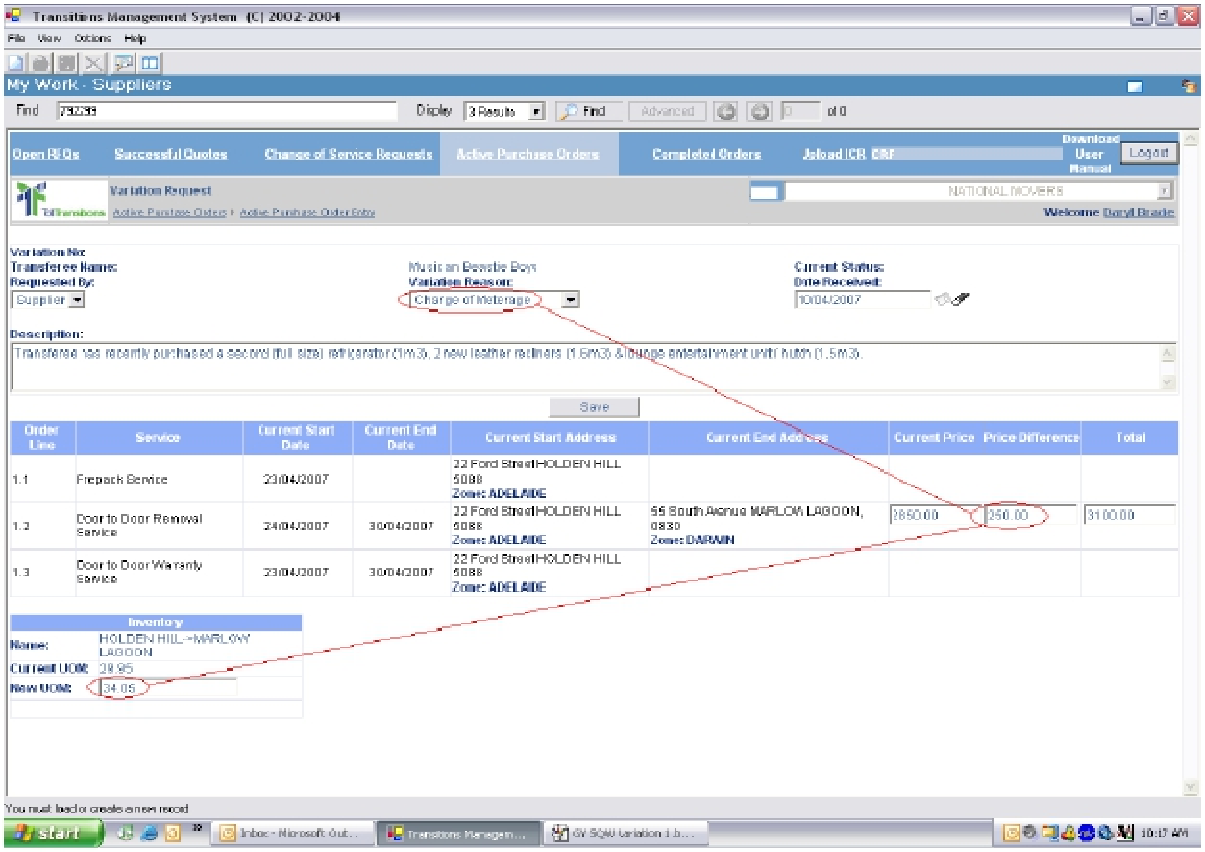
The above screen shot shows the 'View Inventories' button and PO hyperlink.

8.3 Request a Variation

In the event that a material difference to the contracted removal service(s) is identified, the supplier must seek approval for the variation prior to conducting the service. For example; unforseen delivery access issues



To request a variation, click on the ‘New’ button positioned in the ‘Variation’ column; highlighted above.



Select the variation reason from the drop down box provided. The example above is a ‘change of meterage’.

If a variation is requested for the volume, enter the additional cubic meters in the ‘New Qty’ field and the’ Difference’ will automatically be calculated. If additional monies are required, enter the dollar amount including GST in the ‘Price Incl. GST’ column.

If a variation is requested for the quote amount, enter the requested quote amount in the ‘Price Difference’ field and click on the ‘Submit Request’ button.

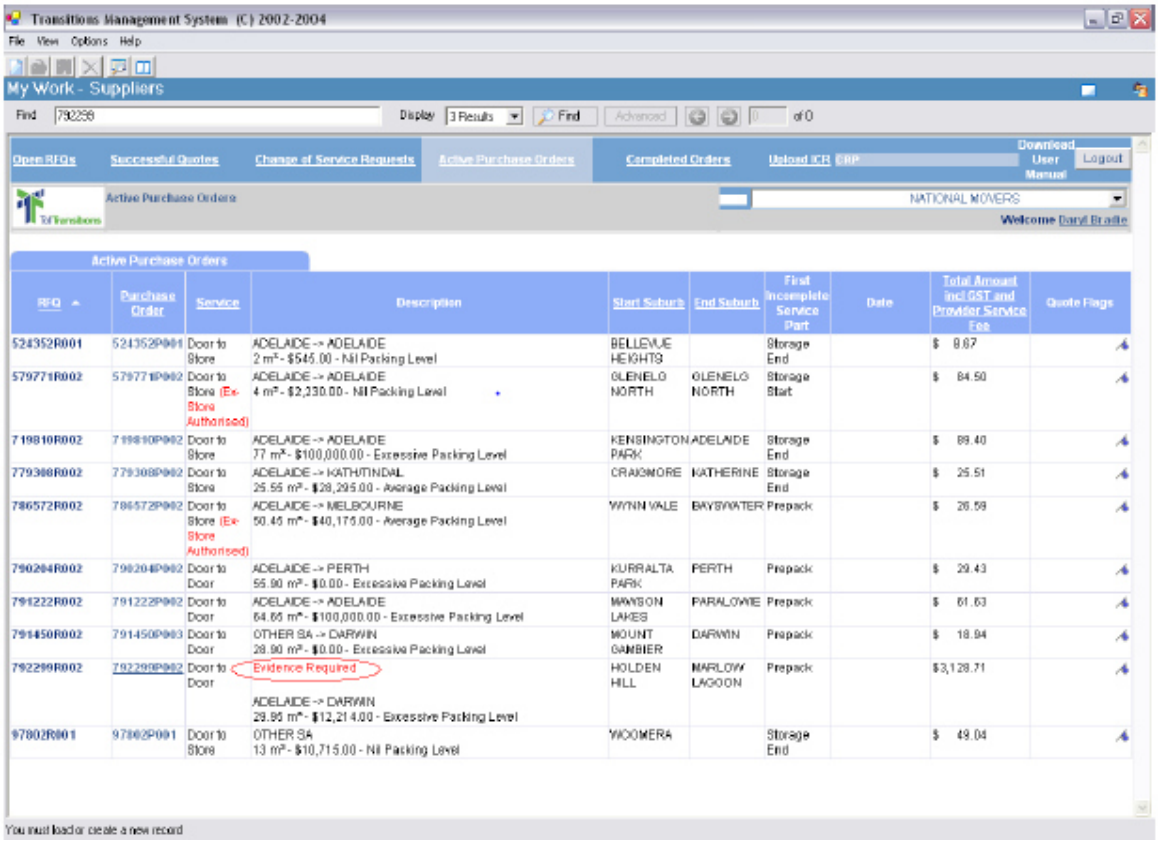
Once the variation request has been submitted online, Toll Transitions will review the request and advise what further documentation, if any is required. After you have forwarded the supporting documentation to Toll Transitions, click on the ‘Evidence Sent’ and then the ‘Save’ button and the status of the Variation will update to ‘Evidence Sent’. Once Toll Transitions receives the documentation the variation will be assessed and an outcome determined.

The variation will be updated with a status of ‘Approved’ or ‘Rejected’ once reviewed and assessed by Toll Transitions.

To view the status of a variation, click on the hyperlink provided under the ‘Variation’ column.

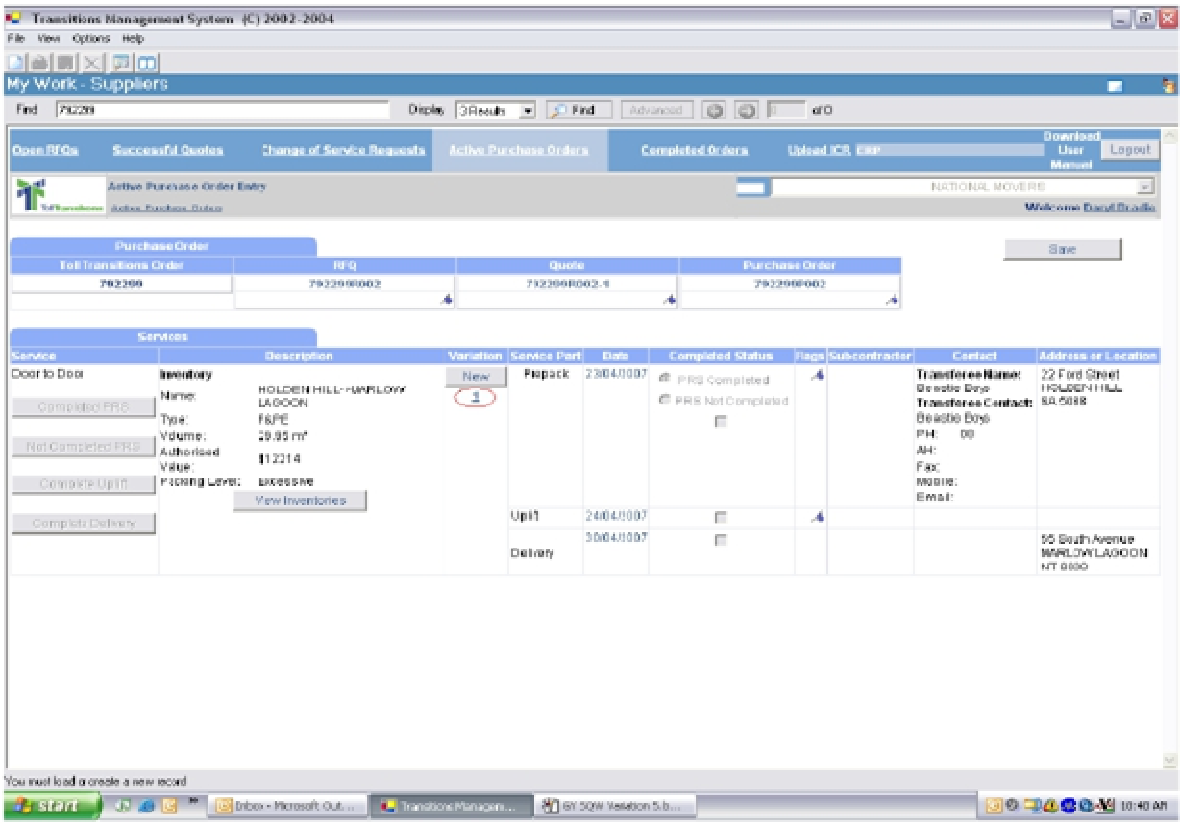
Please contact our procurement team for assistance in processing the variation if the situation has become urgent.

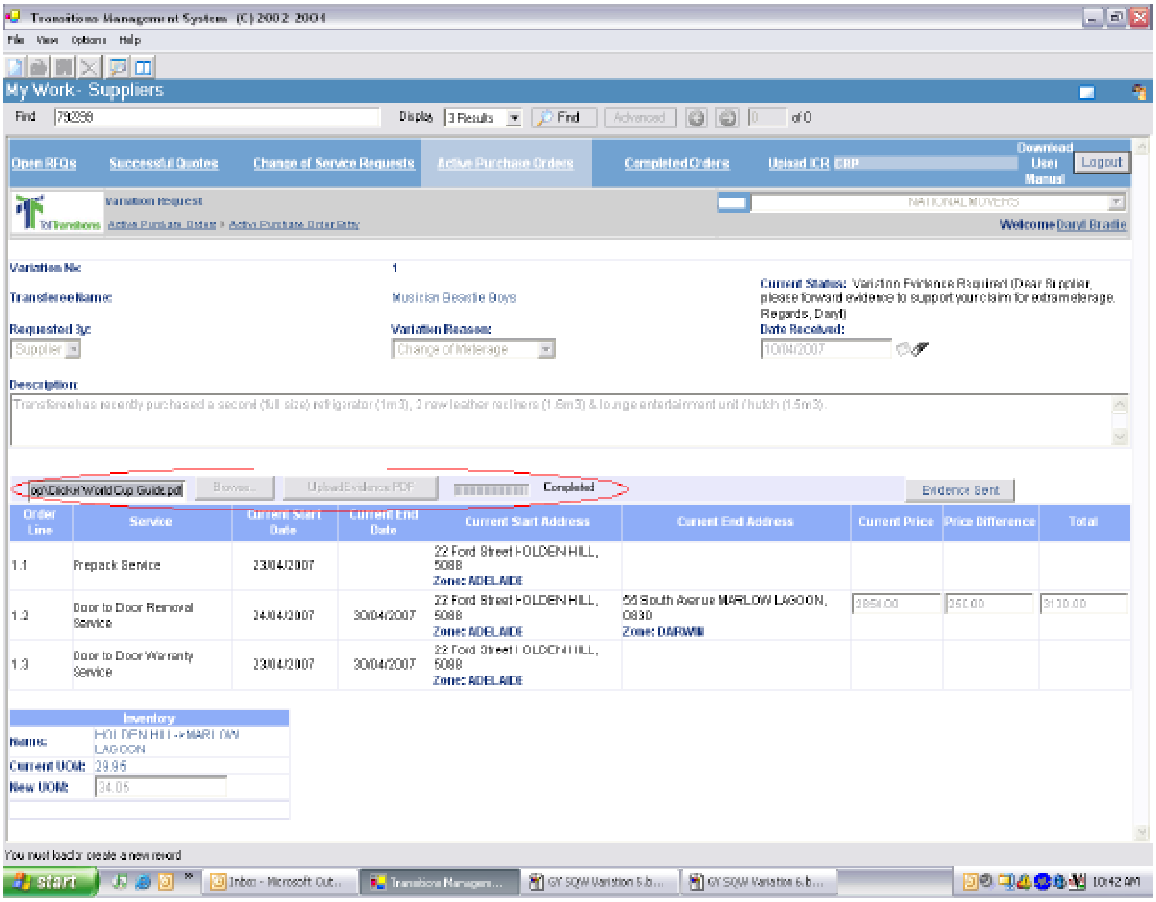
After Toll Transitions has reviewed the variation request it may be determined that some form of evidence is required - for example, a more detailed written listing of additional items or a copy of the PRS form. Generally, this will not relate to ICRs as the variation is to be resolved prior to uplift.
 ‘Evidence Required’ status is displayed in the Active Purchase Orders screen – as normal.



NB: It is the ‘Evidence Required’ status that makes the Variation PDF upload feature available to the Supplier.

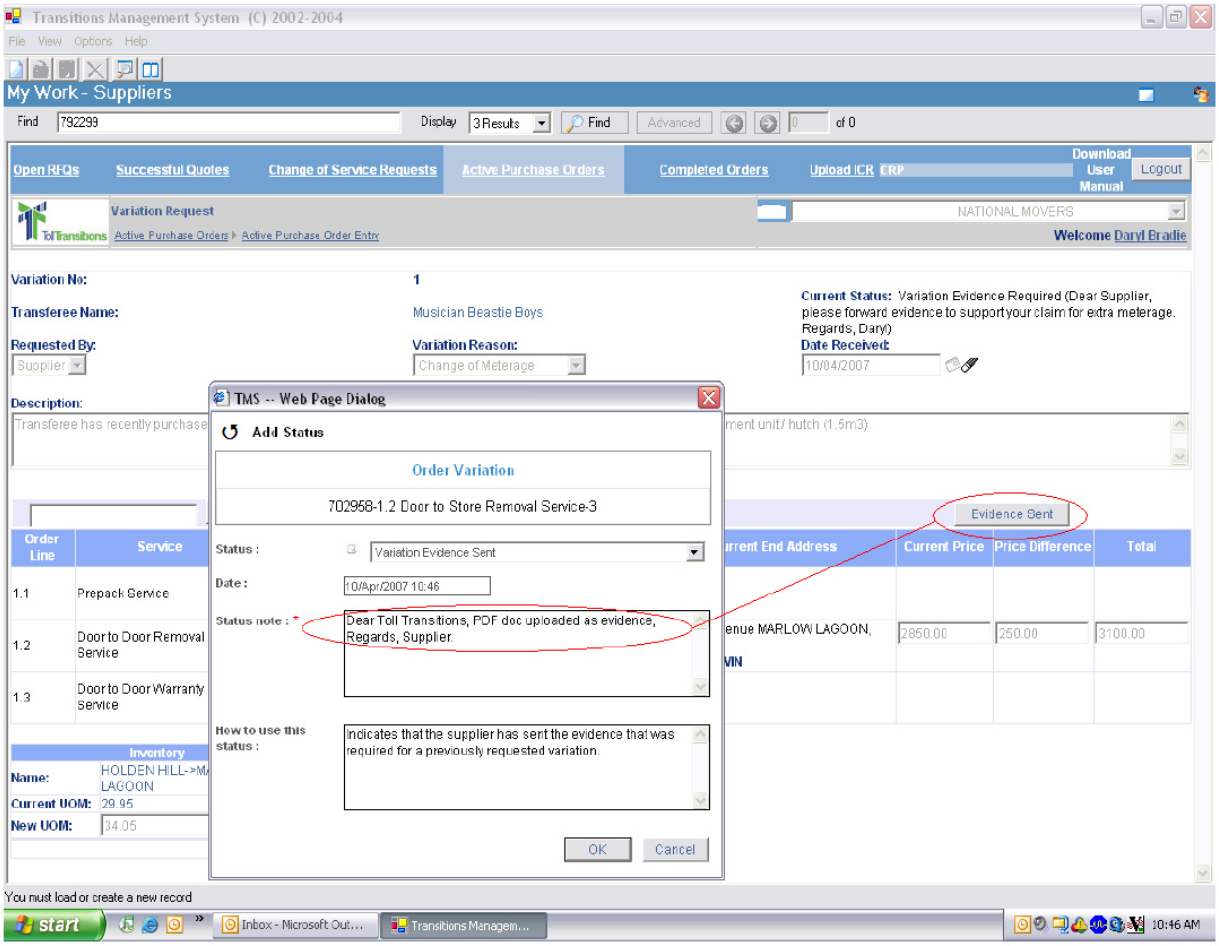
Supplier accesses Variation detail – as normal.





Supplier can now select Browse button to locate PDF document for upload. Once document is selected, Supplier presses button Upload Evidence PDF and waits for the Completed upload status. NB: There is a 4MB limit per PDF upload.
Supplier then selects button 'Evidence Sent' to update Variation status – as normal.

Supplier then selects button 'Evidence Sent' to update Variation status – as normal.



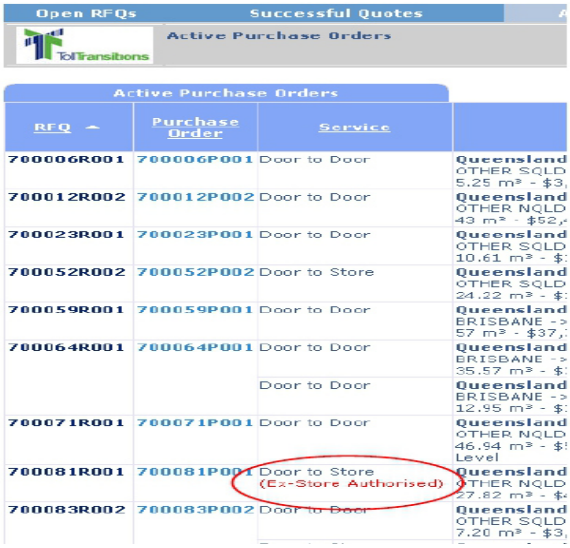
Toll Transitions staff will review the document. If for any reason it is determined that the documentation is insufficient (eg missing pages or illegible) the Transitions Consultant may initiate another 'Evidence Required' task for the provider.

Toll Transitions authorises Variation detail (where required evidence complies) – as normal.

8.4 Ex-Store Requests

Ex-store requests are displayed on the Purchase Order summary table in the 'Active Purchase Orders' section.

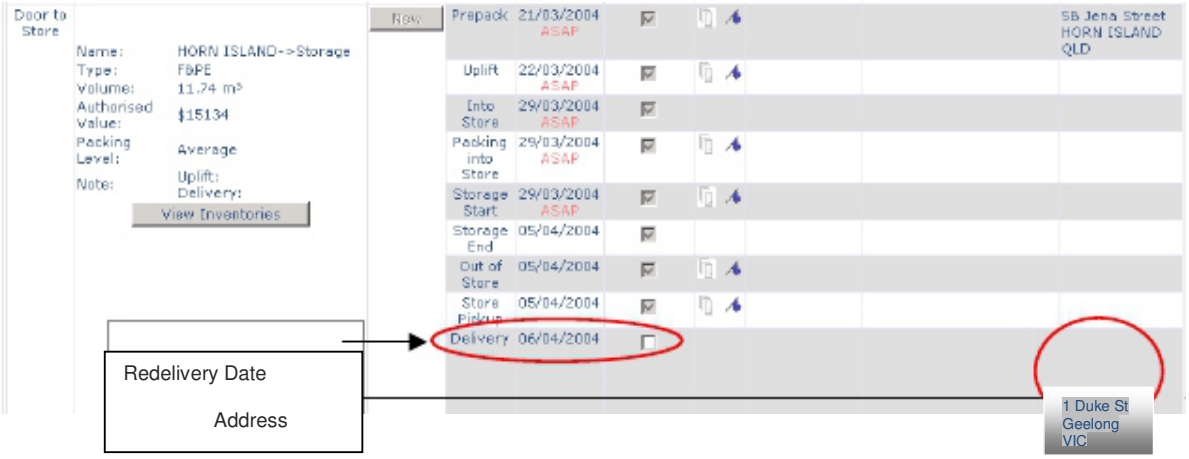
When an ex-store has been requested and authorised, an indicator will be displayed under the Purchase Order number on the Purchase Order summary table.



To access the ex-store details, click on the Purchase Order number.

The relative ex-store details will be displayed within the Purchase Order details including:

- the ex-store 'Delivery' date
- the ex-store 'Contact' (if specified by Toll Transitions)
- the ex-store address



Once the delivery has been completed, check the 'completed' checkbox for the service part 'Delivery' and the Purchase Order details will be moved to the 'Completed Orders' section of the website.

8.5 Change of Service

Change of Service is the Service Change request function, (eg. Door to store changing to door to door).

Change of Service request

You will receive both an email reminder and a Supplier Website task to complete, when TMS issues a Change of Service request.

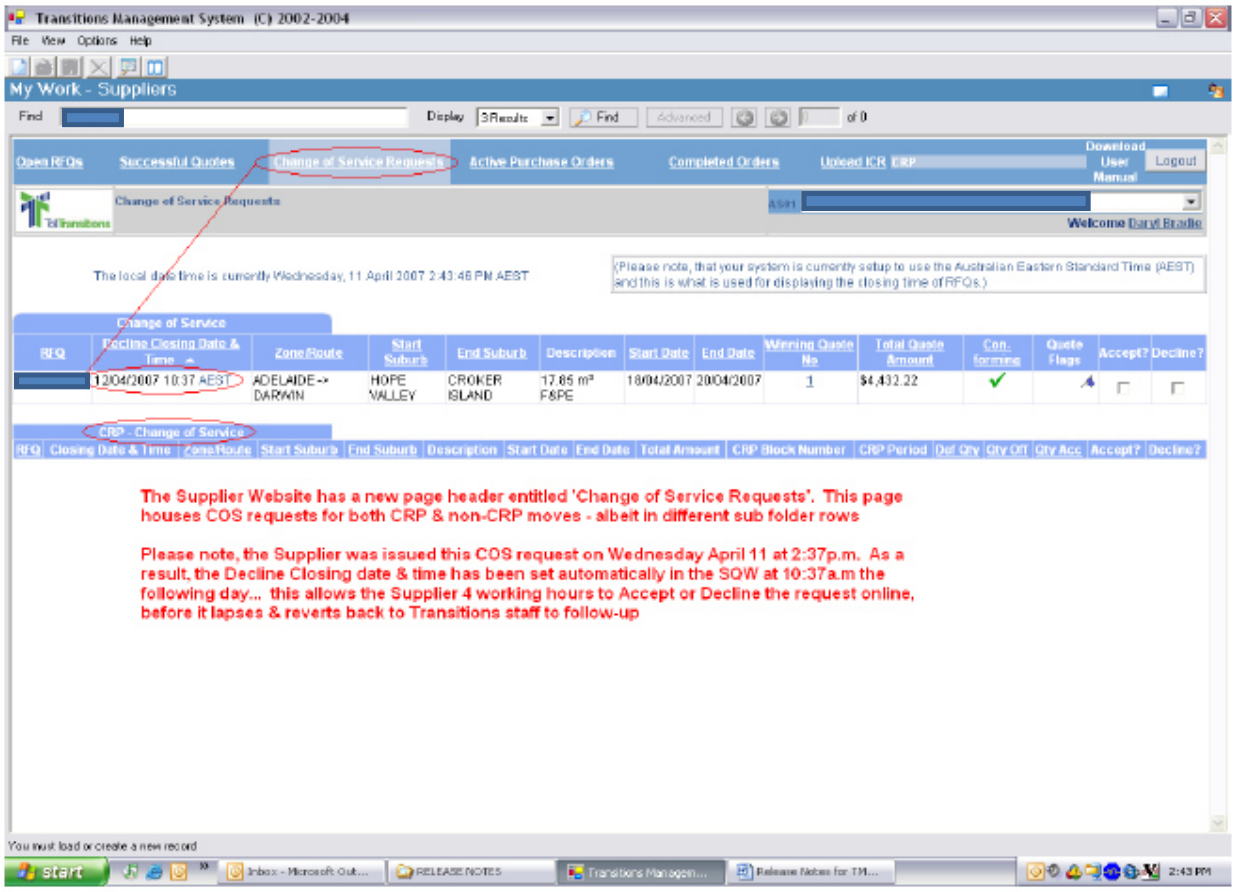
Once the Change of Service request detail has been submitted by Transitions staff, you will receive immediate email notification.

This automated message will direct you to the Supplier Website folder entitled 'Change of Service Requests' and also indicate the timeframe that you must either accept or reject the request within. This timeframe is based on a 9am to 5pm workday clock.

Please refer below for an example of the email text:

Toll Transitions is pleased to inform you that you have a Change of Service request to consider on our website.This change request is currently available under the Change of Service menu option, for a period of 4 hours, i.e. until 12/04/2007 10:37:43 AM ACST.Please go to http://www.tolltransitions.com.au/suppliers to view the Change of Service request detail and to accept or decline.
Regards,Toll Transitions

The following is a test case example of the revised Supplier Website folders:

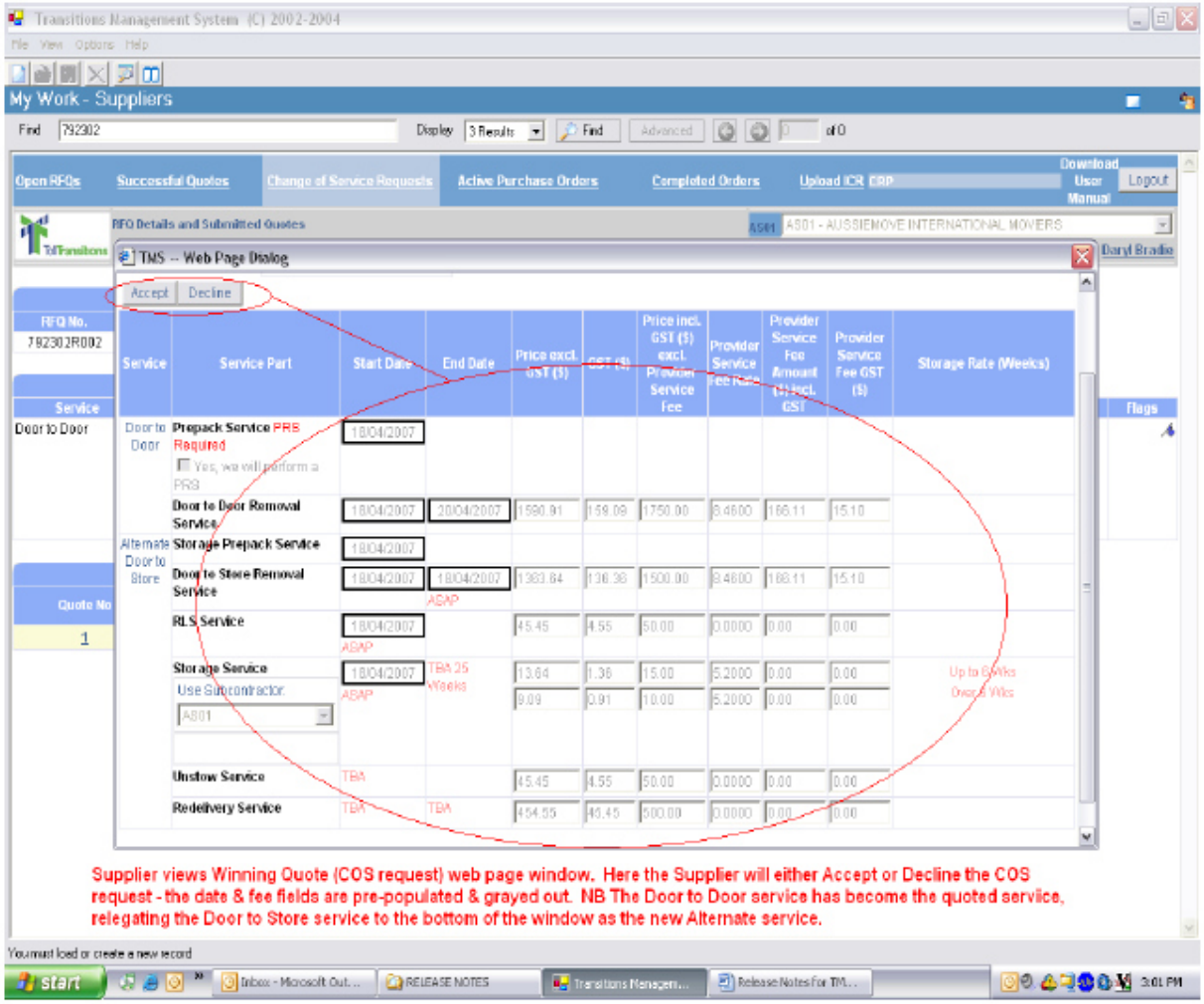


Once you enter the Change of Service Requests folder, you will see a Change of Service task to complete.

In order to make your decision, you can either click on the RFQ number hyperlink or the Winning Quote number hyperlink to access the actual request detail.

Please refer below to a test case example of a Change of Service request window.

NB: The Door to Door service is now displayed as the requested service at the top of the window. The required Change of Service dates are displayed against the orderline and the fee originally quoted as the alternate removal fee, now becomes the Change of Service request removal fee. Fees and dates cannot be altered in this window.



Change of Service – Accept

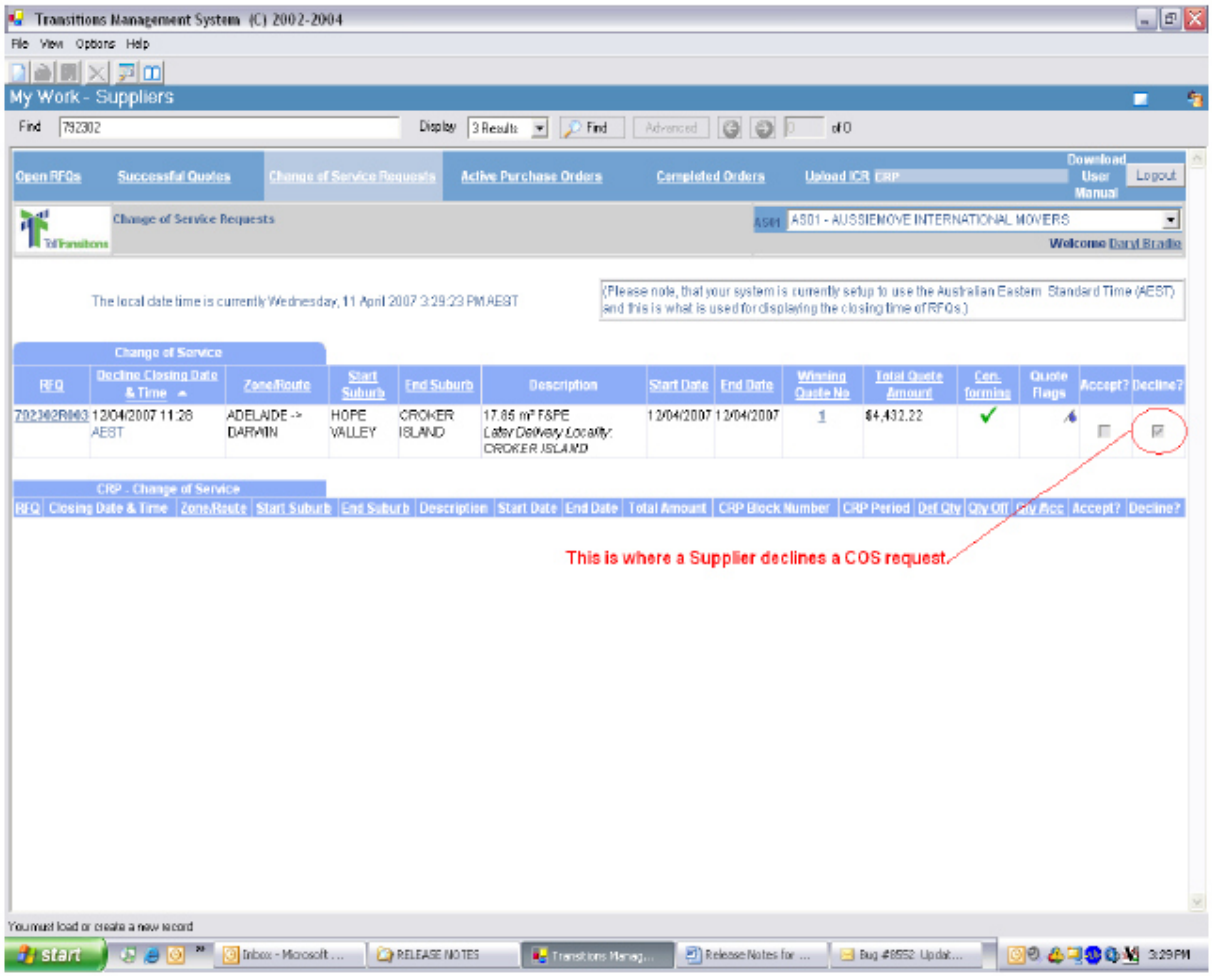
if you accept the Change of Service request, a TMS task will be forwarded to Transitions staff confirming the creation
of brand new Purchase Order.

This detail will also be reflected in a new order in your Active Purchase orders folder.

Change of Service – Decline

If you decline the Change of Service request, or you make no selection & the request timeframe lapses, then a TMS task is forwarded to Transitions staff to follow-up the Service Change directly with you.

NB: There are actually two sets of voting options for you to effect the Change of Service request outcome. You can either accept or decline via the upper left hand side of the Change of Service request window (refer diagram above) or to the right of the orderline itself (refer test case example below).



8.6 Completing a service

To complete a service, go the tab 'Active Purchase Orders', under the column titled, 'Purchase Order', find the purchase order that has been completed, click on the purchase order number (blue hyperlink) to open the service. Check the box against the service that has been competed (e.g. prepack, uplift and delivery) completed, and save the changes. Toll will be notified automatically once the service is completed.

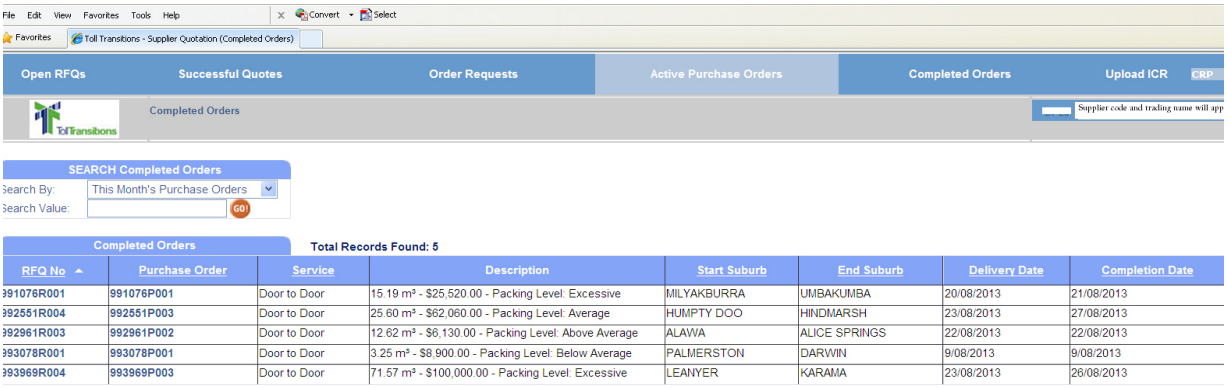
Note: Once delivery and redelivery services have been completed, a conforming Inventory Condition Report (ICR) will need to be uploaded within 5 business days to avoid penalties. ICR's are required to process Warranty for our clients. Refer to section 9 for more details on ICR uploads

9. Completed Orders

The ‘Completed Orders’ component lists the Purchase Order (PO) details for jobs that you have completed.

The Purchase Order is automatically moved from the ‘Active Purchase Orders’ section to the ‘Completed Orders’ section when the ‘completed’ checkbox for all service parts within the order have been checked. For example, for a Door to Store service, the PO will move to the ‘Completed Orders’ section when the completed checkbox for the final service part, being ‘redelivery’ has been checked or for as Door-to-Door service, it will completed once ‘Delivery’ has been checked.

After clicking on the ‘Completed Orders’ tab, the page displayed provides a display and search function to locate the Purchase Order details of completed orders



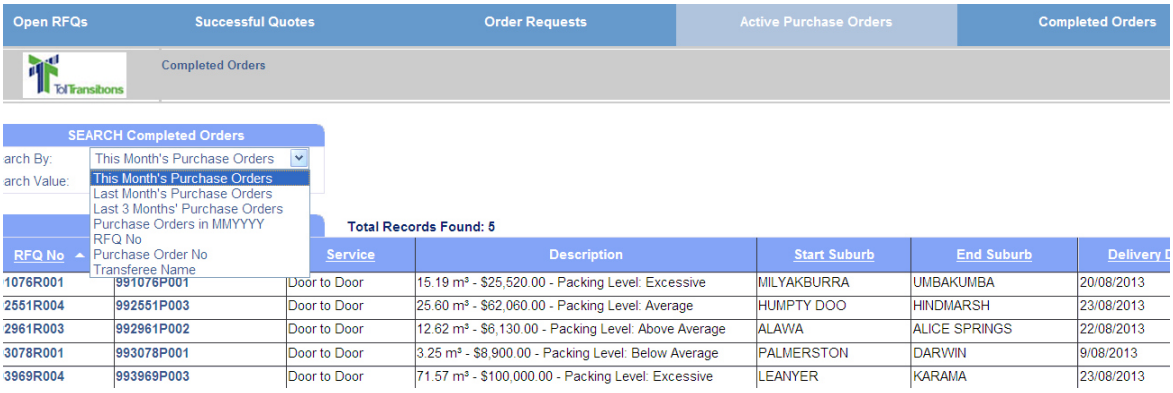
RFQ No	Purchase Order	Service	Description	Start Suburb	End Suburb	Delivery Date	Completion Date
991076R001	991076P001	Door to Door	15.19 m³ - $25,520.00 - Packing Level: Excessive	MILYAKBURRA	UMBAKUMBA	20/08/2013	21/08/2013
992551R004	992551P003	Door to Door	25.60 m³ - $62,060.00 - Packing Level: Average	HUMPTY DOO	HINDMARSH	23/08/2013	27/08/2013
992961R003	992961P002	Door to Door	12.62 m³ - $6,130.00 - Packing Level: Above Average	ALAWA	ALICE SPRINGS	22/08/2013	22/08/2013
993078R001	993078P001	Door to Door	3.25 m³ - $8,900.00 - Packing Level: Below Average	PALMERSTON	DARWIN	9/08/2013	9/08/2013
993969R004	993969P003	Door to Door	71.57 m³ - $100,000.00 - Packing Level: Excessive	LEANYER	KARAMA	23/08/2013	26/08/2013

9.1 Searching for a completed Purchase Order

Purchase Order details for Completed Orders can be located using the search function located on the 'Completed Orders' main page.

To display a selected group of completed orders, click on the drop down list beside the 'Search By' box, then click 'GO'. The search options are:

- This month's Purchase Orders
- Last month's Purchase Orders
- Last 3 months Purchase Orders



To search for a specific completed order, select the search type from the 'Search By' drop down list, enter one of the search options (listed below) in the 'Search Value' field and click 'GO'. The search options include:

- RFQ Number
- Purchase Order Number
- Transferee Name

10. Inventory Condition Report Uploads

In line with clause 7.6 of the Deed of Agreement and the Policy and Procedure for Toll Transitions Inventory Conditions Report (ICR), providers are required to confirm completion of services and to supply a copy of the duly completed ICR to Toll Transitions in a manner as advised from time to time.

Furthermore in line with clause 7.6 (e) Toll Transitions will withhold 10% of the applicable service fee until suitable evidence of the satisfactory completion of services is supplied. Should a provider fail to meet this requirement Toll Transitions may take further action in line with its rights under the Deed of Agreement.

10.1 System Set Up & Capacity

Providers need to prepare their systems to ensure that they are able to upload the scanned ICR into SQW.

Basic system requirements:

- Scanner capable of producing good quality reproduction (clear and legible) of the ICR in a single PDF file
- Folder system on PC (or network) to store PDF files pending upload
- Internet Browser Access (Microsoft > up to version 2010)
- User access to SQW

Note: Whilst it is possible for a more advanced user to compile a single PDF document using a single page scanner it is highly recommended that providers use multi-page scanners as this will significantly reduce the time taken to scan and upload files. Incomplete ICR's will result in delay in release of the 10% of the service fee.

10.2 ICR Upload Required

Providers are required to upload a duly completed copy of the ICR into SQW and against the order service line on completion of the service. This requirement applies to all new orders placed after the previously notified commencement date and 10% of the associated fee will be withheld until the ICR as uploaded is confirmed as meeting Toll Transitions Policy. The services to which this will apply are:

- Door to Door service
- Door to Store Service
- Redelivery from Store Service

The following rules apply:

1. The principal provider is responsible for uploading the ICR into SQW. Subcontractors or branches will not have access to do this
2. ICR must be uploaded in one single PDF file for each inventory – failure to do this will result in rejection or referral to a RRM for investigation
3. ICR file must be legible – if it is not it will be rejected and the provider requested by email to resubmit
4. ICR file must be attached to the correct move and service line – if it is not it will be rejected and the provider advised to correct and resubmit

5. Where an ICR is rejected or referred the 10% is not released and the provider will in these situations be advised by email
6. The ICR must be uploaded into SQW within five business days of completion of the services – this means that if the delivery was on a Monday then the provider has until Monday of the following week
7. When the ICR is uploaded into SQW against the service line or the service delivery check boxes are complete
8. (refer to the section below) 90% of the service fee is released for payment
9. If the ICR is uploaded and is confirmed as meeting the Toll Transitions ICR Compliance Checklist the 10% payment is released and the provider is advised by email.

Providers cannot upload the ICR until the service line completion date has been reached so this means on a:

- Door to store - the into store date
- Door to Door – the delivery to residence date
- Store to Door – the delivery to residence date

(Part ex-stores will be processed on a separate service line and will require upload for each part)

If an ICR is uploaded against a service line, the service will automatically complete.

10.3 Upload Timeliness

Any ICR uploaded later than 5 working days after the date of service completion will be referred as a service failure to the Toll Transitions RSM for investigation. Toll Transitions will recover a minimum administration cost equivalent of one half of one hour where default has been reasonably established. The Provider will then be given a further 3 working days to upload the ICR and should the provider fail to do so within this period a further administration cost will be recovered and all future purchasing from the provider will be suspended until the matter is resolved. In each case the provider will receive written advice of the recovery action, amounts and any further consequences.

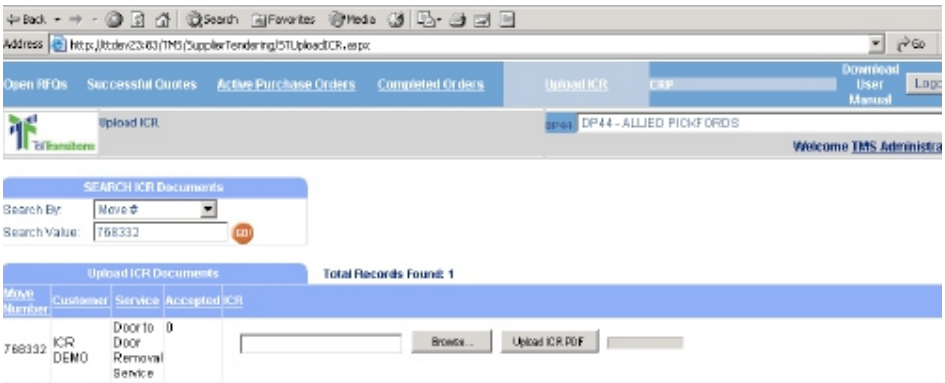
10.4 Upload Rules

1. When scanning the document each PDF file should be clearly labelled to identify the move and service. This will reduce risk of uploading files against the wrong move/service line.
2. The maximum limit for any PDF file is 4MB.
3. The upload ICR facility only applies to Household Domestic Removals.
4. The 10% withholding will only relate to the applicable service line.
5. SQW will only store a maximum of one PDF file per service line. Whilst Provider may overwrite a file that has previously been rejected they cannot upload more than one file against the line.
6. Once an ICR has been uploaded for a service line variations can no longer be added to that service line.
7. The 10% withheld will also apply to any authorised variation amount as well as the original fee.
8. No payment will be released for a service line where a variation is outstanding.
9. Toll Transitions will process uploaded ICR's within 2 business days of receipt. However this time frame does not apply to 'low priority' submissions.
10. Toll Transitions will only process uploaded ICR's during normal business hours in Canberra.
11. 9PM Melbourne time is cut off for end of month.

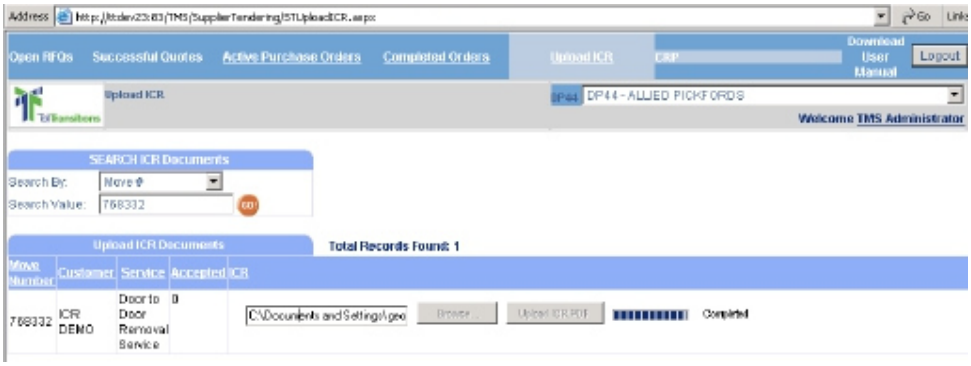
For orders placed prior to the SQW upload facility coming on line, providers are required to forward a copy of the ICR to the WMC only when requested to do so by the WMC. It is expected that the number of such requests will continue to reduce and will only be applicable to longer-term storage consignments. Providers will not be able to upload these ICR's via SQW and the ICR tab will not be visible. Please refer to 'Notice Lodgement' – ICR Provision" section below.

10.5 Upload Data Process

1. Enter the move or order number, select the applicable "search by' criteria and click 'GO'.
   The open service line (or lines) for that move is now displayed.



2. Click the 'Browse' button to locate the PDF file that you want to upload. (Double-check that the ICR being uploaded is the correct PDF before finalising the upload).



3. Once the file has been located and is displayed click 'Upload ICR PDF'. The bar indicates the progress of the upload and 'Completed' is displayed when the upload is complete.

Note: If you are unable to upload a file, please contact the regional Removals Services Manager.

11. Contracted Rate Provision (CRP)

Toll Transitions will from time to time seek proposals from Providers for the supply of contracted rate services for defined periods.

Each CRP RFQ issued under these terms will be for a defined sum volume of consignments and will generally represent significantly more than one consignment/removal.

For clarity sake – it will be for a defined total volume of consignments, without reference to any specific individual relocation(s).

The successful Provider will be termed the "Contracted Rate Provision (CRP)".

11.1 Provider Quotation Basis

1. The CRP-RFQ will appear on a separate screen (tab) in SQW "Open CRP RFQ's". This tab will only be active if there is an open CRP RFQ's available.
2. Providers can access and submit quotations up to the CRP-RFQ close date and time. Once the close date/time has passed the Provider may view a submitted quote but may not modify it in any way.
3. There is no restriction on the number of quotations a provider may submit.
4. Providers cannot adjust quotes once submitted – but they may withdraw (cancel) the quote at any time up until the closing date/time.
5. Providers may not enter a non-complying quote.
6. Providers' quotes will apply for uplifts commenced in the defined period.
7. Where storage related services are involved quotes will be based on redelivery to the defined later delivery location (Delivery Zone).
8. All quotations are on a per M3 basis and are inclusive of GST.
9. Prices are to be supplied for defined services including where required, PRS Fee, Uplift Fee,
10. Handling Fee, Storage Fees (short/long term), Unstow Fee and Redelivery Fee.
11. Providers will be invited to quote based on their approved eligibility.
12. Where the CRP RFQ specifies storage, the Provider must identify the Toll Transitions approved storage location (sub-contractor or branch) to be used.
13. Providers must quote a flat fee for provision of Pre Removal Service based on the uplift locality.